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**Abbreviations/Acronyms Used in This Guide**

<b>ARU</b>	Automated Response Unit
<b>ADAPT</b>	Application Benefit Delivery Automation Project
<b>ATM</b>	Automatic Teller Machine
<b>CAPS</b>	Card Activation and Pin Selection
<b>CSR</b>	Customer Service Representative
<b>EBT</b>	Electronic Benefits Transfer
<b>EFS</b>	Electronic Financial Services
<b>EW</b>	Eligibility Worker
<b>FNS</b>	Food and Nutrition Service
<b>PAN</b>	Primary Account Number
<b>PIN</b>	Personal Identification Number
<b>POS</b>	Point-of-Sale
<b>SMI</b>	Systems & Methods Incorporated
<b>USDA</b>	U.S. Department of Agriculture

Forms and notices referenced in this guide are contained in Appendix A of the guide or in Part XXIV of the Food Stamp Certification Manual.

**A. General Information**

Electronic Benefits Transfer (EBT) is the process that the Virginia Department of Social Services uses to deliver benefits from the Food Stamp Program. This process involves the use of a plastic card with a magnetic stripe and a Personal Identification Number (PIN). Food stamp households will use the card and PIN to make food purchases using the food stamp allotment at retailers authorized by the Food and Nutrition Service (FNS) of the U.S. Department of Agriculture (USDA). In addition, homeless food stamp households, as defined in the Food Stamp Certification Manual, may be able to use the food stamp allotment to obtain low-cost meals at FNS-authorized restaurants.

Benefits that are in a household's EBT account are accessible seven days a week and 24 hours a day.

**B. Virginia EBT Card - The Cardinal Card**

The card used to deliver food stamp benefits electronically in Virginia is the Cardinal Card. Eligible households receive the Cardinal Card after the Eligibility Worker (EW) approves the application for food stamp benefits. Households will receive the Cardinal Card either in the mail from Citicorp Electronic Financial Services Incorporated (Citicorp EFS) or over-the-counter at the local social services agency.

The card Citicorp EFS issues through the mail will have the primary cardholder's name embossed on the front. The local agency-issued vault card will not have the cardholder's name embossed on it.

If a food stamp household elects to have an authorized representative receive and use the household's benefits, Citicorp EFS will mail an EBT card to the representative. The card mailed to the authorized representative will have the names of both the authorized representative and the primary cardholder embossed on it.



Exhibit B-1

The Cardinal Card has a 16-digit Primary Account Number (PAN) embossed on the front of the card. The back of the card lists the Customer Service telephone number and the return address for lost/found or undeliverable cards. The back of the card also contains a magnetic stripe that contains the PAN and other data for point-of-sale (POS) device transactions. The magnetic stripe does not contain recipient demographics, PIN

information or benefit information. The back of the card contains a signature bar on which the Primary Cardholder or authorized representative **MUST** sign upon receipt.

The Cardinal Card does not display an expiration date. The card is usable after the certification period expires or after periods of ineligibility as long as the household has benefits remaining in the account. Local agency representatives must encourage recipients to protect the card and to retain it for future use.

Eligible households will receive only one card per household except households with authorized representatives. In households with authorized representatives, both the case name and the authorized representative will receive the Cardinal Card. Households in certified alcohol/drug treatment centers will receive their benefits through a card issued to the centers' representatives.



**C. Cardholders**

Any group of people residing in the same dwelling may apply for benefits. Any adult member of the household may generally file the application, conduct the interview or perform any other certification function on behalf of the household. For EBT purposes however, one household member, the Case Name, must perform all the EBT-related activities instead of household members interchangeably performing these tasks. An authorized representative may also perform EBT activities.

**1. Primary Cardholder**

Each established EBT account will have one household member set up as the "owner" of the account. The primary cardholder will be the person in whose name the local agency listed the ADAPT case, i.e., the Case Name.

The primary cardholder will receive the mailed EBT card. The primary cardholder must also be present at the local agency to receive the vault card or to select or change the PIN. See [Section G.3.a.1.](#) for processes that occur when a household changes the primary cardholder.

**2. Authorized Representatives**

A household may elect to have a nonhousehold member act on its behalf by applying for food stamp benefits or purchasing food for the household. Since the Case Name alone must perform all the tasks associated with EBT, the household may also elect to name a household member as the "authorized representative."

If the household elects to have a nonhousehold member representative act in all capacities, the EW should enter the representative type as "AN" or "AO" on the AECAS2 ADAPT screen. If the household desires to have the nonhousehold member representative receive the benefits only, but not have the authority to file applications or conduct the interview on behalf of the household, the EW must list the representative type as "RU" on the AECAS2 ADAPT screen. Citicorp EFS will issue an EBT card to the representative. If the authorized representative is a

household member for EBT purposes, the EW should use “RU” authorized representative type to identify the representative since any adult member has the capacity to file applications or participate in the certification interview on behalf of the household.

See [Exhibit C-1](#) for the AECAS2 ADAPT screen and authorized representative type values.

```

AECAS2                      CASE INFORMATION 2                      12/04/2001
CASE: 0011048  CSLD: 1253  CASE STATUS: OPEN                      WRKR: 0035 AUTH: 0035
CASE NAME: SCOTT LONGHORN                                         06/29/2001
-----
Begin: 062001  End: 
MMYYYY      MMYYYY

TANF: N Type:  F.S.: Y Type: AR V: VR MED: N Type: 

Payee/Auth Rep: JOHN M VEAPER Suf V: VR
C/O Name: 
Secondary Line: 
Primary Line: Street# Di Street/Rural Sf Di Apt #
City: CHARLOTTESVILLE St: VA Zip: 22222
Telephone: Home: Day:
Message:
Name:
Primary Language: 1 Forms Language: 1
-----

. TABLE: TREPTY      DESCRIPTION: FS AUTHORIZED REPRESENTATIVE      VA
*
*CD BEGIN  END      DESCRIPTION
*== =====
AN 19930101  APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NOTICES
AO 19930101  APPLIES FOR/RECEIVES/USES BENEFITS - RECEIVES NO NOTICE

AR 19930101  APPLIES ONLY - RECEIVES NOTICES
AD 19930101  APPLIES ONLY - RECEIVES NO NOTICES

RU 19930101  RECEIVES/USES BENEFITS ONLY - RECEIVES NO NOTICES
    
```

Exhibit C-1

The EW must caution households that elect to have a representative receive or access their EBT benefit accounts that the representative will have the capacity to use all of the benefits in one transaction. The local agency may not replace benefits inappropriately used by the authorized representative. Each representative on an account will have a card with a different PAN that is

associated with the household's EBT account. The representative will also have a unique PIN associated with the card.

The primary cardholder may receive the EBT card through the mail from Citicorp EFS or over-the-counter at the local agency. An authorized representative may ONLY receive his or her EBT card through the mail. If an agency must issue a vault card to meet the processing standards or to alleviate a household emergency, the agency MAY NOT release the vault card for the primary cardholder to the authorized representative.

A household may have only one authorized representative who has the capacity to receive the benefits although the household may elect to have additional representatives for other purposes, such as filing the application. If the household wants to appoint another representative or if the representative's name changes, the EW must reflect the new information on the AECAS2 ADAPT screen. See [Section G.3.a.2.](#) for additional information about changing the authorized representative.

### 3. Residents of Eligible Institutions

Residents of certain institutions may be eligible to participate in the Food Stamp Program. The certification manual, at Parts II, VI and VII, discusses eligible institutions, the requirements for residents to apply through the authorized representative and household composition in relation to other residents.

#### a. FNS Certification

For EBT purposes, the institution must be outfitted with a POS device in order for the residents to use their EBT cards to purchase meals in the facility. FNS must certify the institution in order for the facility to receive a POS device. FNS does not necessarily need to certify an institution in order for the institution's residents to be eligible for food stamps. FNS

certification is needed however for residents to use the benefits at the institution.

b. Using EBT Benefits in the Institution

Having a POS device in an institution allows the institution electronically to credit a household's food stamp benefits to the bank account of the institution where the funds will be accessible to the institution to purchase food. The institution must swipe each resident's card through the POS device at the beginning of each month and charge half the monthly allotment. The institution will access the remaining half of the household's allotment after the 16<sup>th</sup> of the month.

c. Authorized Representatives and Institutions

Residents of most eligible institutions apply for and receive food stamp benefits without regard to the institutional setting. Households will receive their benefits and the EBT card without the intervention of an authorized representative. If the household selects an authorized representative, the representative will act in the manner described in subsection [2](#) above.

Residents of treatment centers for drug or alcohol addiction must apply for food stamp benefits through a representative of the treatment center.

Treatment center representatives must also use the benefits on behalf of the participating households while members are residents of the treatment center. The agency should not authorize the issuance of an EBT card to treatment center residents. In order to set up the EBT account however, the EW must enter a "Y" in the Issue EBT Card field on ADAPT screens and indicate that the Case Name will receive a vault card. The agency must not issue the vault card however, so the EW should not complete the [Internal Action and Vault EBT Card Authorization](#) form to create the vault card. If the client already has an EBT card upon entering the treatment

center, the representative must retrieve/obtain the card and keep it in a secure location until the resident leaves the facility.

d. Process for When Residents Leave the Treatment Center

In most instances when a resident leaves an eligible institution, the food stamp household must simply report the address change to the local agency. When a resident leaves an alcohol or drug treatment center however, a representative of the center should notify the local agency. The EW must change the institution status in ADAPT and remove the treatment center representative as the authorized representative.

If the resident has an individual EBT card at the treatment center, the representative must provide the card when the resident leaves the facility. If the resident does not have an EBT card, the representative must refer the client to the local agency to obtain card. If the resident leaves the facility before the 16<sup>th</sup> of the month, the treatment center must provide half of the client's benefits. If the resident leaves the facility after the 15<sup>th</sup> of the month, the treatment center must not provide any benefits for the month.

**D. Initial Card Issuance**

Certified households will receive their initial EBT card either through the mail from Citicorp EFS or over-the-counter at the local social services agency. The EW must use the application processing date to decide whether to have Citicorp EFS mail the card or to allow the household to pick up the card at the agency in order to provide an opportunity to participate timely.

Households that have an EBT card mailed will normally receive the card and PIN, if issued, within six days through first-class mail delivery. In instances where mail delivery of the card will not provide an eligible household with an opportunity to participate in the Food Stamp Program by the end of the 7-, 30-, or 60-day processing standard, as appropriate, the agency must provide or offer the vault card to the household. This means that the EW must provide or offer the vault card to any household filing an initial application or reapplication in which the EW approves the application, on or after, the 2<sup>nd</sup> processing day or after the 24<sup>th</sup> or 54<sup>th</sup> processing day. See Part V of the Food Stamp Certification Manual for entitlement and processing standards for expedited service and Part II of the certification manual for normal processing standards.

The EW must annotate the ADAPT authorization screen for food stamps, AEAUTF, and the related screen, AEEBTC, with appropriate entries to advise Citicorp EFS to mail the card and PIN. Completion of these ADAPT screens will also document whether the household already has a Cardinal Card or whether the local agency will issue a vault card. The AEEBTC screen is also accessible through the ADAPT Food Stamps Wrap-up menu. The Eligibility Supervisor must authorize the completion of the AEEBTC screen although, throughout this guide references to the screen only note completion of the screen by the worker. See [Exhibits D-1, D-2 and D-3](#) for a display of the ADAPT screens. Note that [Exhibit D-3](#) is the version of the AEEBTC screen when an authorized representative exists for a household. See [Section. F](#) for benefit delivery procedures.

# Virginia EBT Policies and Procedures Guide

12/10/01

Page D-2

```
F1 TO SEE SCREEN DICTIONARY (C,D,I) OR F4 TO PRINT SCREEN
AEAUTF          FOOD STAMPS AUTHORIZATION          MM/DD/YYYY
FIPS: 000      WRKR: NNNN
CASE: AAAAAAA CSLD: NNNN   CASE STATUS: AAAAAAA   AUTH: NNNN
CASE NAME: AAAAAAAAAAAAAA A AAAAAAAAAAAAAAAAAAAAA MM/DD/YYYY
-----
Program: FS      Cat: AA      ED/BC Result: AAAA      Month: MMYYYY
***** SUPERVISOR REVIEW REQUIRED FOR THIS CASE *****

----- FULL MONTH -----      ----- PRORATED MONTH -----
NF: AAAA      Coupon Amount      NNNN.NN      Coupon Amount      NNNN.NN
RS: AAAA      Recoupment Amount - NNNN.NN      Recoupment Amt      - NNNN.NN
IN: AAAA      Net Coupon Allotment = NNNN.NN      Net Coupon Allotment = NNNN.NN

Override: A      Prog Req Date: NNNNNNNN      Expedited: A [Agency Caused Delay: ]

[Prorated]      Negative
Coupon          Action Imm Iss Iss      Wrkr      Date      Auth      Date
Allotment      Action Rsn Cd Iss Mtd Agt      MMDDYYYY      By      MMDDYYYY
NNNN.NN      [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
BDOA: MMDDYYYY      ISSUE EBT CARD: [ ] [ ]

Comments: [ ] [ ]
```

Exhibit D-1

```
FIPS: 640 CHARLOTTESVILLE - M06TR2
AEEBTC          FOOD STAMP EBT CARD ISSUANCE          06/29/2001
FIPS: 640      WRKR: 0036
CASE: 0011048 CSLD: 1263      AUTH: 0036
CASE NAME: SCOTT LONGHORN
-----

Issue Card for Primary Recipient: [ ] 0=No card
                                      1=Mail Card
                                      2=Vault Card Issued

-----
XMIT: [ ]
```

Exhibit D-2

AEEBTC		FOOD STAMP EBT CARD ISSUANCE		08/09/2001	
FIPS: 548				WRKR: 0679	
CASE: 0011364		CSLD: 0636		AUTH: 0679	
CASE NAME: BARBIE DOLL					
-----					
Issue Card for Primary Recipient:		0 0=No card 1=Mail Card 2=Vault Card Issued			
Issue Card for Authorized Representative:		1 0=No card 1=Mail card			

Exhibit D-3

1. Citicorp EFS-Issued Cards - Mailed Cards

If the EW approves an initial application or reapplication before the 2<sup>nd</sup> day after the application filing date for an application entitled to expedited processing or before the 24<sup>th</sup> or 54<sup>th</sup> day for normal processing, the applying household will receive its EBT card through the mail. The EW or supervisor must code the Issue EBT Card field on the authorization screen with “Y” and enter “1” on the AEEBTC screen for Citicorp EFS to mail the card to the household to the mailing address provided by ADAPT. See [Exhibits D-1, D-2 and D-3](#).

Citicorp EFS will mail the Cardinal Card in a card carrier along with a training pamphlet and a pocket card. These materials provide instructions for recipient households on using the card. The mailed card will have the primary cardholder's name, the authorized representative's name, if a representative exists, and PAN embossed on the front.

Citicorp EFS will mail each initial card in an inactive status. Citicorp EFS will mail the EBT card and PIN to the mailing address in ADAPT for the household and the authorized representative. The cardholder must call the ARU/Customer Service number to activate the card before benefits are accessible. See [Section E.2](#) for a discussion of the activation process.



Citicorp EFS will mail a system-generated PIN when it mails a Cardinal Card to a household. Citicorp EFS will not mail the PIN the same day as the card itself but will mail the PIN the next day to avoid simultaneous delivery of the PIN and the card.

2. Local Agency-Issued Cards – Over-the-Counter Vault Cards

The local agency must issue or offer to issue a vault card to households, if the mail delivery schedule for the card (six days) will not result in timely benefit delivery by the 7<sup>th</sup>, 30<sup>th</sup>, or 60<sup>th</sup>, day after the filing date, as appropriate. The local agency must issue or offer to issue the household a vault card if the EW takes action to approve an application on or after the 2<sup>nd</sup> processing day or after the 24<sup>th</sup> or 54<sup>th</sup> processing day for initial applications and reapplications.

In addition to providing the Cardinal Card at the local agency to meet application processing time frames, the local agency may provide vault cards to replace undelivered mail cards, or cards that are lost, stolen, or damaged. See [Section G](#) for card replacements. The local agency may also provide vault cards to households experiencing emergencies or hardship situations where the six-day period for Citicorp EFS to mail cards would cause additional hardship.

Vault cards will have a PAN embossed on the front but the cards will not bear the cardholder's name. Vault EBT cards are, nonetheless, permanent cards.

a. Certification Unit Procedures

The EW or supervisor must code the Issue EBT Card element on the ADAPT authorization screen, AEAUTF, as “Y” and enter “2” on the AEEBTC screen to indicate that the agency will issue a vault card to the household. (See [Exhibits D-1, D-2 and D-3](#).) The EW must also complete the [Internal Action and Vault EBT Card Authorization](#) Form to authorize the Issuance Unit to prepare and issue a vault card to the household.

The issuance unit representative must enter the primary cardholder's name, vault card number and case number in the Citicorp EFS Administrative Terminal upon receipt of the completed internal action form from the certification unit. See [Exhibit D-4](#) for the Citicorp EFS Administrative Terminal screen for linking the vault card to the Citicorp EFS system.

<b>RVAULT</b>	<b>Virginia EBT Test System</b>	<b>04/24/02</b>
	<b>Vault Card Setup/Replacement</b>	<b>09:24:23</b>
Card Number: <b>622044</b>	Card Number: <b>622044</b>	
CASE#: _____	CASE#: _____	
Program Type#: <b>01</b>		
Primary/Alternate Indicator: <b>01</b>		
First Name: _____	Mi Last Name: _____	DOB: <b>00 - 00 - 0000</b>
Waive Fee: <b>N</b>		
=====		
Ready for input ...	<b>F10 Account Setup</b>	<b>F14 Card Replacement</b>

Exhibit D-4

b. Issuance Unit Procedures

The issuance unit representative must request verification of identity of the primary cardholder before releasing the vault card to the primary cardholder. To the extent possible, the worker must view a picture identification of the primary cardholder. In the absence of picture identification, acceptable forms of verification include a Social Security or Medicare card, library card, voter registration card, or a bill for a utility or other household expense mailed to the cardholder. The primary cardholder must sign and date [the Internal Action and Vault EBT Card Authorization](#) Form to document receipt of the card.

The local agency MAY ONLY release the vault card to the primary cardholder. The agency may not release the card to other household members or to the authorized representative. An authorized representative will receive the EBT card on behalf of a household from Citicorp EFS

through the mail even if the primary cardholder receives a vault card from the local agency.

The agency must provide secure storage of the vault card assigned to a cardholder until the primary cardholder's arrival. The agency must destroy the card if the cardholder fails to obtain the card after five business days. The issuance unit must record the destruction of the undelivered card on the *Undelivered EBT Card - Destruction Record* form. The agency may make follow up contacts with the household if the primary cardholder does not appear at the office to obtain the card before the fifth day arrives. After the issuance unit destroys the card, the issuance unit must notify the EW assigned to the case of the cardholder's failure to obtain the vault card. If there has been no other contact with the household, the EW must send the household the *Request for Verification* form to request address verification. See Part XIV of the Food Stamp Certification Manual for actions related to the request for information.

Instead of preparing a vault card ahead of time, the agency may opt to wait until the primary cardholder actually comes to the agency to receive the card. If the cardholder does not receive the card within five business days, the issuance unit worker must notify the EW through the internal action form. As addressed above, the EW must contact the household through the *Request for Verification* form.

**The local agency may not mail vault cards to recipient households.**

Each household that receives a vault card must appear at the local agency to select the PIN by using the CAPS device. The PIN selection process at the local agency will activate the vault card. A household may not activate a vault card by calling the ARU/Customer Service number. If the household decides that the cardholder will not come to the local agency to receive the vault card after the vault card's preparation or

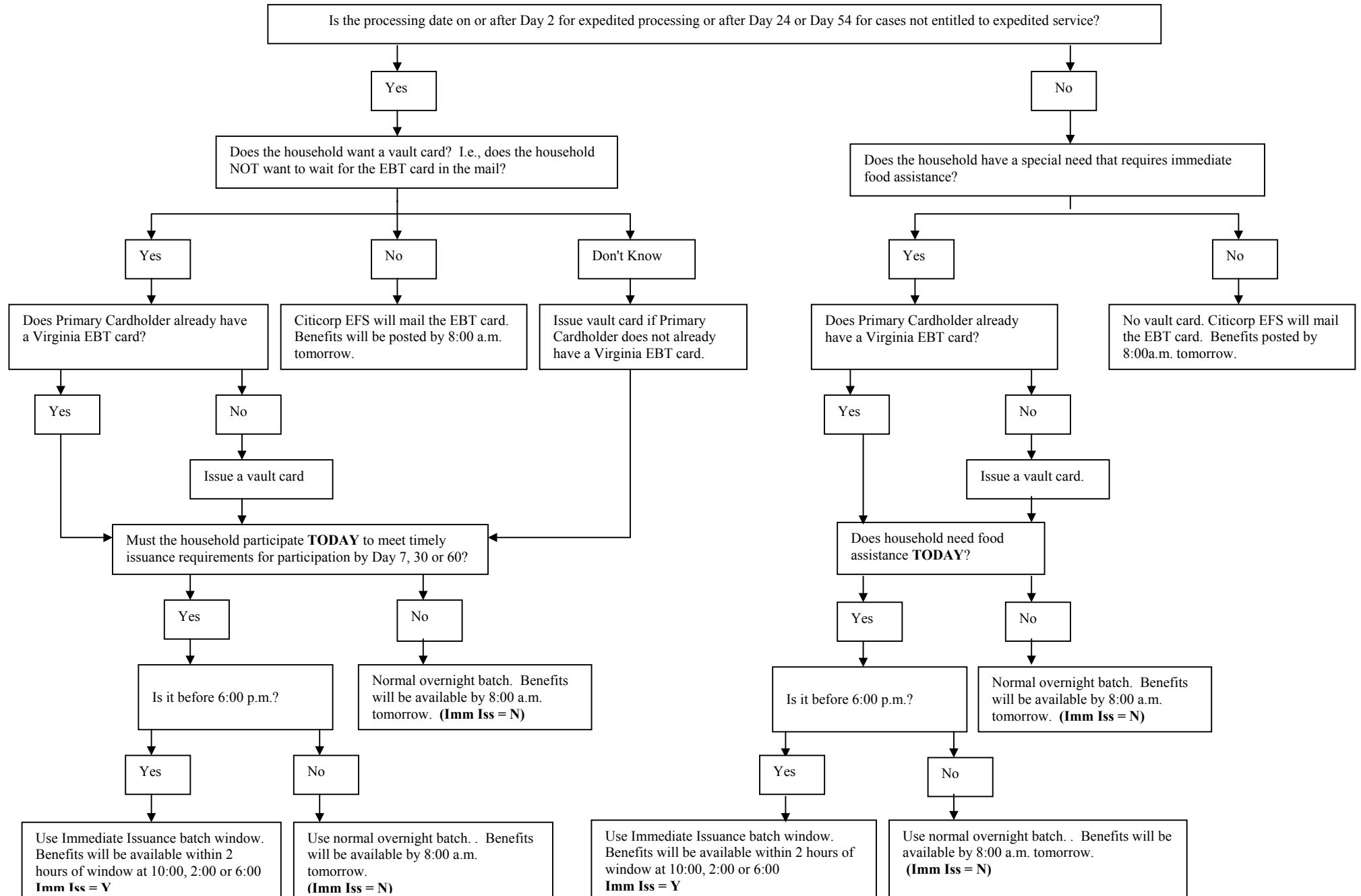
destruction, the primary cardholder must telephone Customer Service to request a replacement card to be sent by mail. The cardholder must also request Customer Service to change the status of the original card before the local agency or Citicorp EFS may provide a replacement card.

Before issuing a vault card, the Issuance Worker must inquire the Administrative Terminal to determine the status of the household's EBT account. When the EW initially approves an application in ADAPT, the ADAPT system may transmit case and benefit information before the Issuance Worker prepares the vault card for issuance. If Citicorp EFS has already received the information, a placeholder status "98" will appear in the card status field. The Issuance Worker must prepare the vault card as a replacement card if the "98" status is present. The Issuance Worker must use the Account Setup for the vault card preparation if there is no placeholder status or if there is no active EBT account established.

The chart at the end of this chapter summarizes the authorization of vault cards and the consideration of the immediate batch processing for delivery of benefits.

Vault Card Authorization  
Immediate vs Overnight Batch Processing

What is the application date? \_\_\_\_\_ What is the application processing date? \_\_\_\_\_ Is the household entitled to expedited or normal processing? \_\_\_\_\_



**E. Benefit Account/Card Processes****1. PIN Assignment/Selection**

The Personal Identification Number (PIN) is a four-digit number electronically linked to the magnetic stripe on the Cardinal Card. The PIN allows the cardholder to access household's food stamp benefits. Citicorp EFS will assign a number to cardholders that receive the initial EBT card in the mail. Vault card recipients must select the PIN at the local agency.

Cardholders must receive training or printed materials about the EBT process and using the Cardinal Card. The training or printed materials must include guidance to cardholders for protecting the Cardinal Card and PIN.

Cardholders must enter the PIN after they or retailers use the EBT card at a Point-of-Sale (POS) machine to access available food stamp benefits to make food purchases. Cardholders must guard against unauthorized or improper use of their benefit accounts and may do that by not disclosing the PIN to others and by not writing the PIN on the card.

**a. PIN Assignment - Citicorp EFS-Issued Cards**

Citicorp EFS will mail a system-generated PIN to households when it mails the initial EBT card to households. Citicorp EFS will mail the PIN the day after it mails the EBT card to avoid the PIN and card being in the mailbox at the same time.

Citicorp EFS will issue replacement EBT cards for those reported by households as lost, damaged or stolen. Households may also receive replacement cards if they no longer have the original card when they reapply for benefits, file recertification applications, or apply in one Virginia locality after prior certification in another locality. In addition to sending a replacement card, Citicorp EFS will mail a new PIN if the

household requests the PIN issuance. Otherwise, the previously issued or selected PIN will carryover to the replacement card.

To have Citicorp EFS issue another PIN for a replacement card, the cardholder may request a new PIN during the telephone call to the CSR to request the EBT card. The EW may also generate a replacement card and a new PIN when approving a case at reapplication by entering a “Y” in the Issue EBT Card field on the AEAUTF ADAPT screen and by entering “1” on the AEEBTC screen. For recertification applications, the EW may generate the replacement card by accessing the AEEBTC screen through the Wrap Up menu.

If the cardholder fails to receive the PIN in the mail from Citicorp EFS, the cardholder must go to the local agency to select a PIN by using the CAPS device in the local agency. Citicorp EFS will receive the undeliverable PIN mailers.

b. PIN Selection - Vault Cards

When a household receives its initial EBT card at the local agency, the cardholder must select a PIN at the local agency. The cardholder must use the CAPS device to make the selection. The cardholder must enter the number twice to ensure correctness. Selecting a PIN for a vault card will activate the card.

If the local agency issues a vault card as a replacement card, the household may continue to use the PIN that the household previously selected or that Citicorp EFS issued to the household.

The local agency personnel assigned to the CAPS device must verify identity before allowing a cardholder to select the PIN. To the extent possible, the agency should obtain picture identification. In the absence of

picture identification, acceptable forms of identification include a Social Security or Medicare card, library card, voter registration card, or a bill for a utility or other household expense mailed to the cardholder. The agency must complete the [PIN Selection/Change Log](#) and obtain the cardholder's signature.

c. Changing the PIN

A cardholder may change the PIN by using the CAPS device at the local agency. A cardholder may opt to personalize a system-generated PIN to one that is more memorable. Another instance when a cardholder may want to change the PIN is when the cardholder believes an unauthorized individual knows the PIN and that knowledge compromises security of the account. Cardholders may also need to change the PIN if they have forgotten the number. There is no limit on the number of times a cardholder may change the PIN.

If the cardholder fails to receive the PIN in the mail from Citicorp EFS, the cardholder **MUST** go to the local agency to change the PIN by using the CAPS device in the local agency.

Local agency personnel assigned to the CAPS device must verify identity before allowing a cardholder to select the PIN. To the extent possible, the agency should obtain picture identification. In the absence of picture identification, acceptable forms of identification include a Social Security or Medicare card, library card, voter registration card, or a bill for a utility or other household expense mailed to the cardholder. The agency must complete the [PIN Selection/Change Log](#) and obtain the cardholder's signature.

A cardholder may not change the PIN through the ARU/Customer Service number. Citicorp EFS will issue a new PIN if the cardholder requests one



but this will be only in conjunction with a request for a replacement Cardinal Card. Otherwise, all PIN changes must occur at the local agency. To change the PIN, the cardholder must pass the card through the CAPS device and enter a new four-digit number.

d. Compromised PIN

In instances when the cardholder believes that someone else's knowledge of the PIN compromises the security of the EBT account, the cardholder should immediately notify the CSR so that benefits will no longer be accessible using the compromised PIN. In addition to reporting the compromised PIN to the CSR, the cardholder must visit the local agency to change the PIN.

e. Citicorp EFS-Issued Replacement PIN

Citicorp EFS will mail cardholders the initial PIN the day after it mails the initial Cardinal Card. Cardholders may make changes to a system-generated PIN at the local agency using the CAPS device. Cardholders may not change the PIN through the ARU or Customer Service, although the CSR will receive a report of a compromised PIN.

Cardholders may request a new PIN through the CSR if they also request a replacement Cardinal Card. Cardholders do not have to replace the PIN when Citicorp EFS issues replacement EBT cards, although they may want to replace the PIN if there has been unauthorized access to the original card and PIN.

f. Invalid PIN Attempts - Account Access Suspension

It is the cardholder's responsibility to remember the PIN in order to access the food stamp benefits in the household's account. Cardholders must also ensure protection of the PIN by not writing the number on the EBT card or by keeping the written number apart from the card.

If a cardholder makes four invalid PIN attempts consecutively, Citicorp EFS will suspend access to the EBT account until 12:01 a.m. the next day. If the cardholder enters the correct PIN before the fourth invalid attempt, the PIN fail-count will reset to zero. Once the PIN fail-count reaches four, the cardholder will be unable to access the account until after 12:01 a.m. the next day when the PIN fail-count will reset to zero. After the fourth failed PIN attempt, the cardholder will be unable to access the account even if the cardholder later correctly enters the PIN.

## 2. EBT Card Activation

The EBT card must be in an active status before cardholders may access benefit accounts. The cardholder must activate the initial card regardless of whether Citicorp EFS issues the initial card or whether the local agency issues a vault card to the household. The EBT card is available for use upon a cardholder's successful completion of the activation process.

### a. Initial Card Activation

#### 1. Citicorp EFS-Issued Cards

When an eligible household receives an initial card from Citicorp EFS, the card will be in an inactive status. The cardholder must activate the card by telephoning the ARU/CSR. During the telephone call, the cardholder must select the option to activate the card.

The activation option will require that the cardholder enter the birth date and the Social Security Number of the primary cardholder. The birth date format will be MM/DD/YY. If a household has an authorized representative who has the household's permission to access the benefit account, then the representative will also receive a separate EBT card that will require activation. The authorized representative must also call the

ARU/CSR and enter the birth date and Social Security Number of the primary cardholder.

2. Vault Cards

When an eligible household receives a vault card as an initial card from the local agency, the card will be in an inactive status. The primary cardholder must select a PIN and enter that number in the CAPS device at the local agency. The initial selection of the PIN for a vault card will activate the vault card and prepare the EBT card for usage.

b. Replacement Card Activation

The PIN selected by or issued to a household will carryover from one EBT card to another so that when a cardholder requests a replacement card, the cardholder will generally use the same PIN. Citicorp EFS will mail replacement cards to a cardholder in an active status if the cardholder desires to use the same PIN. The cardholder will not have to take any other action to activate the card upon receipt of the replacement card.

If the cardholder indicates a need for a new PIN when requesting the replacement EBT card, Citicorp EFS will send another PIN and EBT card to the household. Citicorp EFS will mail replacement cards in an inactive status when the cardholder requests a new EBT card and a new PIN. The cardholder must call the ARU to activate the card upon receipt of the replacement card.

The local agency will issue vault cards as replacement cards as individual household circumstances warrant. The issuance worker must check the case status on the Citicorp EFS Administrative Terminal before proceeding with issuing a vault card. If the existing card is still active, the cardholder must call the CSR to request Citicorp EFS to change the status

of the card from active to inactive. When the local agency issues a vault card as a replacement EBT card, the cardholder must activate the replacement card by selecting the PIN at the CAPS device at the local agency. The cardholder may select the PIN used previously. See Section G for the EBT card replacement procedures.

3. EBT Card Status

A household may have only one active EBT card at a time, except for households with an authorized representative who also receives a card on the household's behalf. In order for a household to receive a replacement card, Citicorp EFS must de-activate the status of the original card before Citicorp EFS or the local agency may issue a replacement. The need for a replacement card may result from a cardholder's call to Customer Service or contact with the local agency. In addition, local agency actions to change the address or to act on an undelivered card may also initiate card replacements. See [Section G](#) for card replacement procedures.

4. Inactive EBT Accounts

If a household fails to use its food stamp benefits or have any debit activity on the EBT account for 60 days or more, Citicorp EFS will provide a report of the inactivity. Citicorp EFS will report account inactivity daily as the Aging Report. Citicorp EFS will report inactivity for accounts with a balance of \$.01 or more. The local agency may not close a food stamp case for failure to use food stamp benefits.

a. Benefit Aging

In response to inactivity on a household's EBT account, Citicorp EFS will suspend access to the benefits and ultimately expunge the benefit after continued inactivity. Citicorp EFS will consider an account inactive after the cardholder fails to make any purchases for 60 days. The cardholder may access the benefit account without taking any special actions beyond

purchasing an eligible item. If the cardholder accesses the benefit account before the 90<sup>th</sup> day, the Aging Clock for the account will reset to the day the cardholder accessed the account.

Citicorp EFS will consider an account dormant if there is not activity for 90 days. The dormancy period runs from the 90<sup>th</sup> day of inactivity to day 364. While the household is still entitled to the benefits in the account, the cardholder cannot access the benefits without having the local agency reactivate the account. The household must request reactivation of the account. The EW must notify the Issuance Unit to reactivate the account through the [Internal Action and Vault EBT Card Authorization](#) form. The Issuance Worker will reactivate the account by updating the Dormant Account Maintenance screen on the Administrative Terminal. See [Exhibit E-1](#).

RCSDAM		Virginia EBT Test System Dormant Account Maintenance		04/24/02 09:28:49	
Card #: _____			Card Sts: 00		
First Name		Mi Last Name			
Address:				Date of Birth	
SocSec#	Tele#				
EDA #:	Sts: .	Type:	EDA #:	Sts: .	Type:
Dormant Account Information			Dormant Account Information		
Activity Status:			Activity Status:		
Inact:	Dorm:		Inact:	Dorm:	
Inact Trans:			Inact Trans:		
Process:			Process:		
Available Balance:		.00	Available Balance:		.00
Sel: _			Sel: _		
=====					
Ready for input		F4-Read F14-Reset Info		SF7-Search	

Exhibit E-1

Although the Citicorp EFS system will block access to benefits in the account, the system will allow credits to the account. If the food stamp certification period continues, Citicorp EFS will continue to post the monthly allotment to an account even if it is in an inactive status. This transaction will not reactivate the account. Similarly, if a household re-

applies for benefits and the Eligibility Worker authorizes benefits during the dormant stages, the account will remain inactive and the household must request re-activation through the Administrative Terminal at the local agency.

b. Inactive EBT Account Case Actions

Citicorp EFS will notify the Department of Social Services through ADAPT about the inactivity of an account. ADAPT will generate a *Notice of Inactive EBT Account and Request for Verification* form in response to the information from Citicorp EFS. Central Office will mail the notices directly to the affected households. The notice will advise the household that the cardholder must use a portion of the benefits within 30 days of the notice or the account will require reactivation in order to access the benefits. The notice will also request proof of the household's address for active cases.

In addition to generating the notice to the household, ADAPT will also generate an on-line report to notify the local agency which households received the inactive account notice. Eligibility Supervisors may access the report of cases that received the inactive account notice. The report will be accessible through the ADAPT report menu. The report will be sorted by active and closed case status, by worker number and alphabetized by the case name. The local agency should check the report weekly so that the EW may take the appropriate action within 10 days of the report.

1. Telephone Contact

Within ten days of receiving notification through the ADAPT report menu that a household's EBT account is inactive, the EW or other local agency representative may attempt to contact the household by telephone or by other electronic means. The contact

with the household is to confirm the household's address and to determine why the household is not using its benefits. If the contact is successful, the agency should offer the household additional training on how the EBT system works. The agency should also offer the household assistance in identifying or obtaining an authorized representative. If the household reports the same mailing address the agency does not have to take any other case actions related to the nonuse of the benefits.

2. Notice of Inactive EBT Account and Request for Verification and Follow-up Action

ADAPT will generate a *Notice of Inactive EBT Account and Request for Verification* form when a household fails to use its available food stamp benefits in the EBT account. For active cases, the EW must determine whether the household timely and fully complies with the request to supply proof of its address.

If the household responds within 10 days of the notice date and the address is unchanged, there is no other action the agency needs to take in relation to the inactive benefit account or the continued eligibility of the case. If the household does not respond to the inactive account notice and verification request within 10 days or does not supply the address verification as requested, the EW must send an adverse action notice to close the case. If the case is already closed when ADAPT generates the notice, the EW does not need to take any other action in relation to the inactive benefit account. See Part XIV of the Food Stamp Certification Manual for additional information on handling changes in food stamp cases.

**3. Continued Encouragement to Access Benefits**

If the household responds to the agency's request for information, the agency may not take any other case actions related to the household's failure to use its food stamp benefits in the EBT account. At its option, the local agency may continue to contact the household to encourage the household to use the benefits before Citicorp EFS expunges the benefits.

**c. Expunged Benefits**

After 365 days without any EBT account activity, the household will lose its entitlement to the unused benefits. Citicorp EFS will expunge all of the benefits from the account. The daily Aging Report and the Account Activity file will reflect expunged benefits. The FNS 46 report will reflect expunged benefits during the month the benefit cancellation occurs.

If a household reapplies for benefits and the EW authorizes benefits after Citicorp EFS expunges benefits, this action will reactivate the account on the Citicorp EFS system, but this action will not restore the expunged benefits.

Exhibit E-2 summarizes the benefit aging process and application of the benefits on claims balances.

<b>Days of no Cardholder Activity</b>	<b>Aging Status</b>	<b>Citicorp EFS Action</b>	<b>Status of Account</b>	<b>Benefits Available to Cardholder?</b>	<b>ADAPT or Case Action</b>	<b>Apply Benefits to Claims Balances?</b>
60	Inactive	Report cardholders to DSS	No change - Remains Active	Yes	Request for Verification (ADAPT) Follow up within 10 days (EW)	No
90	Dormant	Report cardholders to DSS. Change the status of the account	Change from Active to Inactive	No, unless re-activated	None	Yes with prior notice unless the household objects
365	Expunged	Expunge balance. Return authorization to DSS	Benefits are expunged from system	No	None	Yes. Send notice as receipt.

Exhibit E-2



RCSRCP	Virginia EBT Test System Account Repayment	04/24/02 09:27:09
Case Number: ■	Name:	
Program Code:	County Code:	
Social Security Nbr:   -   -		
Repayment Amount:   .00		
Amount Remaining:   .00		
=====		
Ready for input	F4-Read	F10-Add

Exhibit E-3

b. Dormant Accounts

An EBT account will become dormant if the household fails to make any purchases for 90 days. The household will retain access to the benefits in the account but the Case Name must request reactivation through the local agency. See [Section 4](#) of this chapter for a discussion of inactive EBT accounts.

The local agency may use all or part of the available benefits in an EBT account to repay a claim against the household if the account has been dormant between 91 and 364 days. The agency must notify the household in writing of the proposal to take the benefits as a repayment at least 20 days in advance of the deduction. The agency may use the [Notice of Deduction from an Inactive EBT Account](#) form to notify the household. The agency may not debit the account if the household objects to the agency's deduction of the benefits within the 20-day period.

An agency representative must perform a Balance Inquiry in the Administrative Terminal before applying the account balance against the amount owed on a claim. The agency may not debit the account if the

account is already active. An agency supervisor or designated representative must reactivate the account through the Dormant Account Maintenance screen ([Exhibit E-1](#)) if the account is dormant. An agency supervisor or designated representative must access the Account Repayment screen on the Administrative Terminal and enter the amount of the repayment. See [Exhibit E-3](#).

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency does not need to provide the household with an additional receipt to acknowledge access to and a reduction of the household's EBT account.

c. Expunged Benefits

A household will lose entitlement to benefits in an EBT account after 365 days of account inactivity. The agency must assess the household's account for expunged benefits when the agency establishes a claim or evaluates collection of an existing claim. The local agency must apply any lost or expunged benefits to the balance of a claim against the household to the extent the claims worker is aware of the expunged benefits.

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency must also provide the household with a receipt to acknowledge access to and a reduction of the household's EBT account. The agency may use the [Notice of Deduction from an Inactive EBT Account](#) form as the receipt to the household.

6. Coupon Conversion

When a household moves from a Virginia locality to a non-EBT area and the household is unable to use its benefits before the move occurs, the local agency

5. Claims Payments

The local agency must establish a claim against a household that receives more food stamp benefits that it should have received. The agency must pursue collection of the claim. In addition to other repayment methods, the local agency may use benefits in an EBT account to repay the claim.

**Note:** Payment on a claim from an EBT account is not allotment reduction. Allotment reduction occurs before benefits become available to the household.

a. Active Accounts

A household may voluntarily use some or all of the available benefits in an active EBT account to repay a claim owed by the household. The household may direct the local agency to deduct a one-time amount or monthly amounts. A household member must complete the *Repayment Agreement* form from the Food Stamp Claims Tracking System to show permission for a one-time or monthly deduction. **Note:** The agency may also use the [Request/Receipt for EBT Account Deduction](#) form for the household to note the request.

The agency must conduct a Balance Inquiry on the Administrative Terminal to determine the availability of benefits upon receipt of the household's written instruction to use benefits in its EBT account for an open claim. An agency supervisor or designated person must access and complete the Account Repayment Screen on the Administrative Terminal. See [Exhibit E-3](#) for the Account Repayment Screen.

The agency must record the electronic payment on the household's claims ledger in the Food Stamp Claims Tracking System and ADAPT. The agency must also provide the household with a receipt to acknowledge access to and a reduction of the household's EBT account. The agency may use the [Request/Receipt for EBT Account Deduction](#) form as the receipt.

must convert the household's food stamp benefits in the EBT account to food stamp coupons. Systems & Methods Incorporated (SMI) will mail coupons to the household for balances of \$2.00 or more. SMI will mail whole dollar amounts only. A cardholder must use the remaining amount in the account within seven days. Citicorp EFS will expunge anything remaining in the account after seven days.

a. Certification Unit Action

To convert the EBT account balance to coupons, the EW must change the household's address to reflect the new mailing address on the AECASE or AECAS1 ADAPT screen. Once the EW changes the address, the EW must complete the [Internal Action and Vault EBT Card Authorization](#) form to authorize the Issuance Unit to convert the benefits to coupons. The EW must also close the food stamp case in ADAPT based on the household's move from the locality.

b. Issuance Unit Action

Upon receipt of the completed internal action form, the Issuance Worker must complete the Coupon Conversion screen on the Administrative Terminal. The Issuance Worker must enter the case name, case number, Social Security number of the case name, and reason code. The entry for the reason code is "1," moved out of the project area. The reason description field is an optional memo field. See [Exhibit E-4](#).

# Virginia EBT Policies and Procedures Guide

06/01/02

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RCSCNU	Virginia EBT Test System	04/24/02
	COUPON CONVERSION	09:29:29
CASE NUMBER ■	NAME	
SOC SEC - - -	COUNTY CODE	
CURRENT BALANCE	.00	
REASON CODE: _	<1,2,3,4>	
REASON DESC		
BOOK DISTRIBUTION		
AMOUNT CONVERTED	.00	
AMOUNT REMAINING	.00	
=====		
F4-Read	F10-Add	SF10-Help F16-Exit

Exhibit E-4

**F. Availability of Benefits**

When approving an application, the EW must determine if a household's food stamp benefits must be available immediately to the household in addition to identifying whether to issue the Cardinal Card by mail or over-the-counter at the local agency. The EW must code the Immediate Issuance (Imm Iss) field on the ADAPT food stamp authorization screen, AEAUTF, to indicate whether benefits will be in the daily, overnight batch process or in an immediate batch process. “Y ” and “N” are the valid entries to initiate the immediate batch. See [Exhibit D-1](#) and the chart filed at the end of Chapter D.

**1. Daily-Overnight Batch**

Daily-overnight batch means that transactions entered in the ADAPT system by 8:00 p.m. daily will be transmitted to Citicorp EFS and the household's food stamp benefits will be available for use by the household by 8:00 a.m. the next day. The EW must code the Immediate Issuance field on the authorization screen as “N” to default to the normal, daily processing.

**2. Immediate Batch**

There will be instances when the EW must approve a new application or a reapplication at the end of the processing period. The agency must make the Cardinal Card and benefits available to households on the same day instead of waiting for the delivery of the card by mail or for the overnight processing of benefits. In such an instance, the EW may use an immediate issuance ADAPT batch window to relay benefit information to Citicorp EFS. The EW must use an immediate issuance batch window if the EW processes an application on the 7<sup>th</sup>, 30<sup>th</sup>, or 60<sup>th</sup> processing day.

An immediate issuance batch window will allow Citicorp EFS to post food stamp benefits to a household's benefit account within two hours of the batch window. The immediate issuance batch windows will be at 10:00 a.m., 2:00 p.m. and 6:00

p.m. daily. The EW must approve applications in ADAPT, including supervisory authorization when necessary, before 10:00 a.m., 2:00 p.m. or 6:00 p.m. in order for Citicorp EFS to post benefits.

The EW must code the Immediate Issuance field on the authorization screen as “Y” for the benefit posting to occur at the next immediate window period.

Coding for the immediate batch window in ADAPT is not dependent on the simultaneous issuance of a vault card or card mailed by Citicorp EFS.

3. Monthly, Ongoing Benefits

Any case certified in ADAPT for a future month’s benefit as of the ADAPT cutoff date will have the monthly food stamp allotment deposited monthly to the EBT account until the end of the certification period. Weekends or holidays will not have an impact on the availability of benefits. The benefits will be available by noon on the first day of each month in a household’s certification period.

**G. Replacement of EBT Cards**

Households need a card to access benefits. The cardholder may call the CSR or to the local agency to request a replacement card.

The CSR will validate the system address before issuing a replacement card if the cardholder calls Customer Service for a replacement card. If the address is incorrect, Citicorp EFS will not mail a replacement card but will refer the cardholder to the local agency to have the address updated. The Citicorp EFS Customer Service does not have the ability to update household addresses.

Cardholders will generally receive a replacement EBT card through the mail from Citicorp EFS. Depending on individual household circumstances however, the local agency may provide a vault card as a replacement card. The cardholder must call the CSR to request a change in the status of a card before the local agency can issue a vault card if the original card is still active. The cardholder does not need to call the CSR if the card is already inactive or has a "09" or "11" status code.

The EW must authorize the issuance of a vault card for replacing an EBT card and notify the Issuance Unit through the completion of *the Internal Action and Vault EBT Card Authorization* form. The household may need to complete the *Nonreceipt Affidavit/Vault Card Replacement Request* form to document the need for a replacement in order for the local agency to credit the replacement fee to the household's account.

A cardholder may need a replacement if the original card is lost, damaged, destroyed in a household disaster, or stolen. A cardholder will also need a replacement card if the original card is undelivered through the mail.

In most instances, a request for a replacement card will result in the deduction of a \$2.00 card replacement fee from a household's EBT account. Citicorp EFS should not apply the card replacement fee for reapplying households or for replacements for returned, undelivered cards. The local agency must credit the fee back to the household's account



if the replacement is due to a household disaster, violence against the household or for improperly manufactured cards. See [Sections G.6. and G.7.](#) for information about assigning and crediting of the fee for replacement cards.

1. Undelivered EBT Card

a. Undeliverable, Returned Cards

The post office will not deliver EBT cards with inaccurate or incomplete addresses. The post office will not forward EBT cards to a new or changed address if households move but fail to report the change to the local agency.

The Virginia Department of Social Services will receive all undeliverable EBT cards. The return address on the back of a Virginia EBT card and on the card mailer will be:

Virginia Department of Social Services  
Division of Information Systems  
P. O. Box 10209  
Richmond, Virginia 23240-0209

Mailed EBT cards may have an active or inactive status at the mailing. Upon receipt of the undeliverable cards, the Division of Financial Management must change the status of the card to "11" through the Card Status Maintenance screen on the Administrative Terminal. See [Exhibit G-1](#). Financial Management staff will also destroy the returned cards by cutting them and document the destruction on the [Undelivered EBT Card - Destruction Record](#).

RCSCSM	Virginia EBT Test System Card Status Maintenance	04/24/02 09:58:14
Card#: _____ Profile # _____	Pending: _____	Card Sts: _____
Opened: ____ / ____ / ____	Last Status Change: ____ / ____ / ____	
First Name _____	Mi _____	Last Name _____
Address: _____		
Tele#: 000 - 000 - 0000	SocSec#: 000 - 00 - 0000	
Date of Birth: _____	Date Discovered: ____ / ____ / ____	
Change Status To: 00		
Comments: _____	_____	
=====		
Ready for input	F4-Read SF1-Activate	F14-Update SF7-Search SF6-Addr Inq

Exhibit G-1

If the card is undeliverable because of an incomplete or inaccurate address for the primary cardholder or the authorized representative, the EW must update the mailing address on the AECASE, AECAS1 or AECAS2 ADAPT screen, as appropriate. Unless the EW is making the address change when approving an application, the supervisor must generate the AEEBTC screen through the ADAPT Wrap-up menu to provide a replacement card. The supervisor must complete the AEEBTC screen with "1" or "2" to note whether Citicorp EFS will mail the card or whether the local agency will issue a vault card. See [Exhibits C-1 and G-2](#) for the address screens and [Exhibits D-2 and D-3](#) for the EBT card issuance screens.

ADAPT will send the revised or new address to Citicorp EFS through the nightly batch interface. The Citicorp EFS system will reflect ADAPT address changes the following morning.

```

AECASE                                CASE INFORMATION 1                                12/04/2001
CASE: 0011048 CSLD: 1263 CASE STATUS: OPEN                                WRKR: 0035
CASE NAME: SCOTT LONGHORN                                12/04/2001 AUTH: 0035
-----
Case Name: SCOTT M LONGHORN Suf
C/O Name:
RESIDENCE ADDRESS
Secondary Line:
Primary Line: Street# Di Street/Rural Sf Di Apt # DSS
1000 W TEXAS STATE RD 11 Address: N
City: EL PASO St: TX Zip: 38909
Address FIPS: 640 V: VR
Date Moved:
Telephone: Home: Day:
Message: Name:
Mailing Address: Y Primary Language: 1 Forms Language: 1
Payee/Authorized Rep: Y Applicants Per#: 01 ID V: VR Reg to Vote: 1
Service Worker #:
Case Name Person#: 01
-----
NEXT SCREEN: PER #: XMIT:
  
```

```

FIPS: 640 CHARLOTTESVILLE - M05TR2
AECAS1                                MAILING ADDRESS                                12/04/2001
CASE: 0011048 CSLD: 1263 CASE STATUS: OPEN                                WRKR: 0035 AUTH: 0035
CASE NAME: SCOTT LONGHORN                                12/04/2001
-----
Begin: 122001 End:
MMYYYY MMYYYY
C/O Name: MIKE M BROWN Suf
Secondary Line:
Primary Line: Street# Di Street/Rural Sf Di Apt #
411 DOOBY ST 11
City: CHARLOTTESVILLE
State: VA
Zip: 22222
  
```

Exhibit G-2

## b. Nonreceipt of the EBT Card

In instances when cardholders report the nonreceipt of a mailed EBT card to the local agency, the agency must check the Administrative Terminal to determine the mailing date and check if the status of the card has been changed. If more than six mail days has passed and the status of the card is unchanged, the cardholder must call the CSR to request that a new card. If the local agency is to issue a vault card as the replacement card, the cardholder must still also call the CSR to change the status of the original card.

In some instances, the Department of Social Services may have already received the undelivered card and may have changed the status of the card by the time the cardholder reports the nonreceipt to the local agency or the CSR. In these instances, either Citicorp EFS or the local agency may initiate the replacement without further delay.

If the cardholder reports the nonreceipt of a mailed EBT card to Customer Service after a sufficient mail period, the CSR will change the status of the card to cancel the card. Citicorp EFS will mail another card to the household or, at the cardholder's option, defer mailing another card to allow the cardholder to receive a vault card at the local agency. If Citicorp EFS mails a replacement card for a card the cardholder failed to receive, the cardholder must activate the card by calling the ARU. See Section E.2. for the activation process.

When a cardholder requests a vault card as replacement, the Issuance Worker must determine if there has been a sufficient period for delivery of the mailed card and determine the status of the original card before issuing a vault card. If the Administrative Terminal inquiry shows that the card has an active or "00" status, the cardholder must call CSR to request a change in the status of the card. If there is an inactive status when the Issuance Worker inquires or once there is an inactive status, the local agency may issue a vault card to the cardholder. The cardholder must activate the card by selecting a PIN at the CAPS device at the local agency.

Households will not have the \$2.00 card replacement fee assessed against their benefit accounts when they receive replacement of undelivered cards. Households will generally have the card replacement fee automatically deducted from the account except when there is a replacement card for a

card in an inactive status such as the initial card lost in the mail or one returned as undeliverable.

c. Unclaimed Vault Cards

There may be instances when the EW will arrange with the household to receive a vault EBT card at the local agency instead of a mailed card. The EW may authorize the vault card to provide an opportunity to participate within the processing periods or to meet a special need of the household.

If the primary cardholder fails to appear at the local agency to receive the card within five business days of the case approval date, the agency may initiate contact with the household. The agency must store prepared vault cards in a secure location. If the cardholder does not pick up the card within five business days and there is no further contact, the agency must destroy the card and record the destruction on the *Undelivered EBT Cards - Destruction Record*. The agency does not need to take any additional action to replace the card until the cardholder initiates the card replacement process. The EW must send the *Request for Verification* form to request address verification if the cardholder fails to obtain the card within five days. See Part XIV of the certification manual for required actions related to the information request.

2. Lost, Stolen, Damaged Cards

When a cardholder reports an inability to access the household's benefits because the EBT card is unavailable for use, the cardholder must call CSR to request deactivation of the card. Deactivation will prevent the usage of the card should the cardholder or someone else attempt to use the card.

The cardholder must request replacement of the card through the CSR or the local agency. The cardholder must note the reason for the replacement to the local agency. The reason for the destruction or unavailability of the original card will

determine whether the local agency credits the replacement fee back to the household's account. Reasons for replacing an EBT card include:

- Lost – The cardholder loses or misplaces the card.
- Stolen – The cardholder loses the card through violence exerted upon a household in an act of robbery or burglary committed by someone outside the household.
- Household Disaster – The cardholder loses or damages the card through a household fire or natural disaster, such as a flood or tornado.
- Card Damage (negligence) – The card is unusable because of the cardholder's neglect.
- Card Damage (improperly manufactured) – The card is unusable because of a manufacturing error.

See [Section G.6.](#) for the discussion of the fee for replacing the card for these situations and [Section G.7.](#) for crediting the fee back to the account.

### 3. Account Changes

In some instances, when the EW changes information about the food stamp case, that action may generate a new EBT card sent to the cardholder. Citicorp EFS will deduct the service fee when the case name, i.e., the primary cardholder changes, or when the household changes its authorized representative.

#### a. Cardholder Changes

##### 1. Primary Cardholder Changes

Each household must identify one member in whose name the local agency lists the case and the request for assistance. The Case Name will serve as the primary cardholder for the EBT account and card. The primary cardholder must activate the card, request replacements or balance inquiries through Customer Service, receive the vault card or select or alter the PIN.

When the primary cardholder leaves the food stamp household, the EW must change the Case Name on the AECASE ADAPT screen. The EW must also change the AECASE screen to identify another household member as the Case Name or to change the spelling of the name.

Any change to the Case Name in ADAPT will result in a change to the EBT account information. The new or newly identified primary cardholder will receive another EBT card through the mail from Citicorp EFS or may obtain a vault card from the local agency depending on the household's circumstances. Depending on the status of the original card or the case circumstances, the cardholder may need to call Customer Service to terminate access to the EBT account.

When the EW changes the Case Name in ADAPT, the replacement service fee will be applied against the household's EBT account. The local agency must credit the fee back to the household's account when Citicorp EFS assesses the card replacement fee for a change to the Case Name. Changes in the identification of the primary cardholder will not otherwise affect the card held by the authorized representative.

## **2. Authorized Representative Changes**

A household may elect to have someone outside the food stamp household to act on its behalf by applying for, receiving or using the benefits to purchase food for the household. For EBT purposes, the household may elect to have a household member serve as an authorized representative.

If the household wants to appoint another representative or change the spelling of the representative's name, the EW must enter the new information on the AECAS2 ADAPT screen. The supervisor must complete the AEEBTC ADAPT screen through the Wrap Up menu to generate a new card to the authorized representative. Citicorp EFS will mail a new EBT card to the newly appointed authorized representative.

In addition to contacting the local agency to select another authorized representative, the primary cardholder may call the CSR to request the deactivation of the authorized representative's EBT card. The household may elect to have the CSR deactivate an authorized representative's EBT card if the representative misuses the household's benefits.

When the EW changes the name of the authorized representative in ADAPT, Citicorp EFS will assess the card replacement fee against the household's EBT account. The local agency must credit the fee back to the household's account when Citicorp EFS assesses the card replacement fee for a change to the AECAS2 screen, to the extent the agency is aware of the assessment. Changes in the identification of an authorized representative will not otherwise affect the card held the primary cardholder.

b. Other Household Changes in ADAPT

As indicated in subsection **a** of this chapter, the EW must change the Case Name or authorized representative in ADAPT as these changes occur or at the household's request. Similarly, the EW must update other information in ADAPT as changed information becomes known to the agency. These changes include changes in the household or authorized representative's



address or identifying information about the primary cardholder such as a revised Social Security Number or date of birth.

4. Reapplication

Households must reapply for food stamp eligibility and benefits at the end of the certification period. Households have until the end of the month after the certification expires to reapply for benefits and qualify for uninterrupted benefits. If more than a month elapses before the household re-certifies, any subsequent application is a reapplication instead of a recertification. Food stamp certification policy also defines a reapplication as any application a household files after a denial of an application or closure of a case. This would include an application filed by a household that moves from one Virginia locality to another without a break in eligibility beyond the closure because of the move. See Definitions in the Food Stamp Certification Manual for additional information related to reapplications.

When a household reapplies for benefits, the EW must determine, during the certification interview, if the primary cardholder still possesses the previously issued Virginia EBT card. If the cardholder still has the card, approval of the application in ADAPT will cause Citicorp EFS to attach the new benefits to the existing EBT account. The cardholder will continue to use the existing card to access benefits. If the cardholder no longer has the card, the EW must code the Issue EBT Card field on the AEAUTF ADAPT screen as "Y" for Citicorp EFS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the AEETBC screen with "1" or "2" to generate a card and complete the [Internal Action and Vault EBT Card Authorization](#) form for a vault card. See [Exhibits D-1 and D-2](#).

If the authorized representative needs another EBT card when the household reapplies, the EW must complete the AEETBC screen with either "1" or "2," as appropriate. See [Exhibits C-1 and D-3](#).

If the cardholder no longer has the EBT card when the household reapplies and the card is in an active status, the cardholder should call the CSR to request deactivation to prevent unauthorized use of the card. The EW must code the Issue EBT Card field on the AEAUTF ADAPT screen as "Y" for Citicorp EFS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the AEETBC screen with "1" or "2" to generate a card and complete the *Internal Action and Vault EBT Card Authorization* form for a vault card.

Households should not have the card replacement fee applied against the EBT account when a cardholder receives a replacement card when households reapply for benefits. If this occurs however, the local agency must credit the fee back to household's benefit account. See [subsection 6](#) of this chapter for a discussion of the card replacement fee.

#### 5. Recertification

Households must reapply for food stamp eligibility and benefits at the end of the certification period. Households have until the end of the month after the certification expires to reapply for benefits and qualify for uninterrupted benefits. If a household reapplies before the end of the certification period and is eligible for benefits, Citicorp EFS will attach the new benefit amount to the existing EBT account at the beginning of the certification period. The EW must determine during the certification interview whether the case name or authorized representative still has the EBT card to access the benefits. At each recertification, local agency staff should remind the household to keep and properly maintain the Virginia EBT card.

If the cardholder no longer has the card at recertification, the cardholder should telephone the Customer Service to request deactivation of the original card to prevent unauthorized use of the card. The household will have the card replacement fee deducted from its EBT account when Citicorp EFS or the local agency replaces an EBT card at recertification. The EW must complete the

AEEBTC screen with "1" or "2" for Citicorp EFS to issue an EBT card or to authorize the issuance of a vault card. The EW must also complete the *Internal Action and Vault EBT Card Authorization* form for a vault card. See [Exhibits D-1 and D-2](#).

If the authorized representative needs another EBT card when the household recertifies, the EW must complete the AEEBTC screen with either "1" or "2," as appropriate. See [Exhibits C-1 and D-3](#).

If the cardholder still has the EBT card at recertification and the household reports no changes in its circumstances that warrant another card, the EW must simply certify the household. Citicorp EFS will post the new benefit amount to the existing account and the household may access the benefits using the existing EBT card at the beginning of the new certification period.

6. EBT Card Replacement Fee

Each cardholder will receive written and verbal instruction on how to protect the EBT card. When an EBT card is or becomes unusable for any reason, the cardholder must obtain a replacement card to access the household's EBT account. The cardholder must contact the CSR to request a card status change before issuance of a replacement. Citicorp EFS will deduct \$2.00 from each food stamp case for replacement EBT cards in nearly every instance when a cardholder receives a replacement card.

The automatic fee deduction will not occur when the original card has an inactive status. The automatic fee deduction will also not occur when a household reapplies for benefits.

The Citicorp EFS system will only deduct the full \$2.00 replacement fee. If the household does not have the full \$2.00 in the benefit account to cover the replacement fee, Citicorp EFS will establish a pending fee file against the

account. The Citicorp EFS system will check the pending fee file daily to see if the household has an available balance of \$2.00 or more. When the balance equals or exceeds \$2.00, the assessment for the replacement fee will automatically occur.

While a household's benefit account will automatically reflect the replacement fee deduction, there may be instances when there is good cause for the request for a replacement card. See [subsection 7](#) of this chapter for a discussion about crediting the fee back to the household. Exhibit G-3 summarizes instances when a household will have the card replacement fee applied against it.

No Fee	Fee Deducted	Fee Credited
Reapplication		x (if applied)
Inactive card, such as lost in the mail		x (if applied)
	Lost	
	Stolen/robbery	x (police report required)
	Household disaster	x (verify if questionable)
	Improperly manufactured	x
	Cardholder name change	x
	Card damaged/destroyed	
		x Agency-cause error, such as misspelled name

Exhibit G-3

#### 7. EBT Card Replacement Fee Credit

Citicorp EFS will automatically deduct a \$2.00 fee from a household's food stamp EBT account in most instances when a cardholder requests a replacement card. There are instances however, when, despite proper care of the card by the cardholder, the household experiences loss or destruction of the EBT card. In these instances, the local agency must credit the \$2.00 replacement fee back to the household's account.

The local agency must decide whether the eligibility or administrative unit supervisor may authorize the fee credit. The supervisor must authorize the credit

on the *Internal Action and Vault EBT Card Authorization* form. To secure sufficient information related to the loss or destruction of the card, the EW may require the household complete the [Non-Receipt Affidavit/EBT Card Replacement Request](#) form.

The local agency must credit the replacement fee when a household experiences an individual household disaster or there is a natural disaster. An EBT card destroyed by fire or a flood, tornado, hurricane or earthquake would allow the agency to credit the replacement fee back to the household. The agency must verify the impact of the disaster upon the household if the report is questionable otherwise; the household's statement is acceptable. The local agency must also credit the replacement fee when a cardholder loses the card through violence inflicted upon the household or cardholder by someone outside the household. The household must file a police report to document its claim. The agency must verify the existence of the police report if the information is questionable otherwise; the household's statement is acceptable.

In addition to crediting the replacement fee for instances of a household disaster or violence against the household, the local agency must credit the replacement fee if the agency discovers an improperly manufactured card after a cardholder receives the card. The agency must also credit the replacement fee if the Citicorp EFS system fails to identify a replacement card at reapplication or a replacement for an inactive card. The local agency may also credit the fee back to the household's account when the household identifies another Case Name or authorized representative.

[Exhibit G-3](#) summarizes instances when the local agency must credit the card replacement fee to the household. As indicated above, an eligibility or administrative supervisor must authorize the credit. The Issuance Supervisor must perform the credit on the Administrative Terminal. See [Exhibits G-4 and G-5](#).

REFEEIQ	Virginia EBT Production System	04/09/01
	Fee Inquiry	14:08:36
Card#:		Card Sts: 00
Primary/Alternate Indicator:		
First Name	Mi Last Name	
Address:		
EDA#: 000000000000 Sts: , Type:	EDA#: 000000000000 Sts: , Type:	
Last Transaction Information	Last Transaction Information	
Debt:	Debit:	
Credit:	Credit:	
Available Balance .00	Available Balance: .00	
Sel:	Sel:	
=====	=====	
Read for Input ...	F4-Read SF2-Chrg Fee	SF3-Crdt Fee SF7-Srch

Exhibit G-4

RCDTF	Virginia EBT Production System	04/09/01
	Fee Inquiry	14:24:47
Card#:6220444448123173	EDA#: 737004775289	Balance: 86.86
Charge Description	Amount	Status Mesg
CREP CARD REPLACEMENT FEE (STATE)	2.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
	.00	
=====	=====	=====
Select Fees to Apply . . .	F4-Refresh	SF4-Apply Credits

Exhibit G-5

## 8. Benefit Replacement

Households will not receive a replacement for benefits lost due to loss of the Virginia EBT card and/or PIN up to the time that the cardholder reports the loss to CSR. Households will have benefits replaced if someone accesses the benefits after the household reported to CSR that the card was lost or stolen. Households will also receive replacement for benefits lost due to a system error.

**H. Household Rights and Responsibilities**

Households have the right to seek and receive information about the Food Stamp Program when they contact the local agency. Households also have the right to apply for food stamp benefits and, if eligible, to have access to the benefits by the end of the processing time frame. Issuing benefits electronically does not alter these program tenets nor does this alter the eligible items that are purchasable with food stamp benefits.

**1. Changes to EBT Account Information****a. Address Changes**

Any adult household member may report changes to the household's address to the local agency. It is important for the household to keep the address current because the Citicorp EFS system uses the address to identify the cardholder and to send initial and replacement cards. A household without a mailing address may use the local agency address. See [Section G.3.b.](#) for a discussion of the impact of a changed address on card replacements.

**b. Changing the Primary Cardholder**

One member of the household must serve as the Case Name for applying for benefits. The Case Name must serve as the primary cardholder for the household for receiving and managing the EBT account.

The household may request a change in the Case Name. The household does not need to reapply to change the Case Name. See [Section G.3.a.](#) for a discussion of the impact of changing the primary cardholder.

**c. Authorized Representative Changes**

Except for residents of alcohol and drug treatment centers, no other food stamp household must have an authorized representative. For all other households, it is the household's choice whether to have a representative or whether to limit the functions that the representative may perform.

The household may change the representative who receives the EBT card at any time. Changing authorized representatives or entering an End Date on AECAS2 will result in the deactivation of the previous representative's card. The primary cardholder may also call the CSR to change the status of the representative's card immediately. There will be the service fee deduction from the household's EBT account when the household appoints a new representative.

2. PIN Selection and PIN Change

Each household that receives its initial EBT card mailed from Citicorp EFS will receive a system-generated PIN. These households may change the PIN. Households that receive a vault card initially must select the PIN.

All households may change the PIN as frequently as desired. The cardholder must appear at the local agency with the EBT card to change the PIN. The cardholder must present identification to the agency. While the agency will keep a log of when a cardholder selects or changes the PIN, neither the agency nor Citicorp EFS will maintain the PIN itself. It is the cardholder's responsibility to remember the PIN.

3. Benefit Access and Use

Households will have access to the benefits in the EBT account seven days a week and 24 hours a day. A household's account will have the monthly benefit added on the first day of each month.

Cardholders may use the benefits in the EBT account at retailers authorized by USDA. Retailer categories will be:

- **Integrated** - A retailer that uses an existing commercial POS and processor such as large grocery chains
- **EBT-Only** - A retailer that uses equipment provided by the State for EBT transactions at no cost to the retailer such as a small neighborhood store



- **Non-Electronic** - A retailer that uses a manual voucher process for food stamp transactions. This category may include a mobile retailer, some nontraditional retailer or retailers that redeem less than \$100 of food sales to food stamp customers.

Authorized retailers will feature the Quest sign.



Exhibit H-1

The cardholder must present the EBT card to the grocery store cashier or other food vendor to purchase eligible food items. The retailer may require no additional verification for the cardholder to make purchases.

The household must not put off using the benefits but must continuously access the account to avoid forfeiture of the benefits through expunction. The household will forfeit benefits in the account if the household fails to use benefits after 365 days. The household will lose immediate access to its benefits after 90 days of inactivity, but the benefits will be available to the household after the cardholder visits the local agency to reactivate the account. See [Section E.4.](#) for the benefit aging discussion.

#### 4. Account Inquiries

Households need to know the balance of their EBT accounts before making food purchases at authorized retailers. The methods for households to determine the account balance follow. Local agency workers should emphasize to households the value of keeping all receipts from purchases to track their account balances.

##### a. Receipts

Each time a cardholder uses the EBT card to make purchases, the retailer must issue a receipt that shows the amount deducted and the amount

remaining in the account. Households must keep the receipts to monitor the EBT account activity and the available benefits.

b. POS Terminal Inquiries

A cardholder may determine the EBT account balance at the POS terminals at authorized retailers. The cardholder must swipe the EBT card and indicate the inquiry menu selection to determine the available balance.

c. Local Agency Administrative Terminal Inquiries

At the request of a cardholder, the local agency may determine a cardholder's EBT account balance through the Administrative Terminal. To complete balance inquiries, the Issuance or Administrative Worker must select the inquiry option on the Administrative Terminal. See [Exhibit H-2](#) for the Administrative Terminal screen for conducting inquiries. The cardholder must actually visit the local agency with identification for agency staff to perform the balance inquiry. Agency staff may provide the balance inquiry in response to a telephone call to the agency as long as identification supplied by the caller sufficiently identifies the caller as the cardholder or authorized representative.

<b>RCSBAL</b>		<b>Virginia EBT Test System</b>		<b>04/24/02</b>	
		<b>Balance Inquiry</b>		<b>09:30:41</b>	
Card #: _____			Card Sts: 00		
Primary/Alternate Indicator:					
First Name		Mi Last Name			
Address:					
SocSec#		Tele#		Date of Birth	
EDA #: 000000000000 Sts: , Type:			EDA #: 000000000000 Sts: , Type:		
Last Transaction Information			Last Transaction Information		
Debit:			Debit:		
Credit:			Credit:		
Available Balance: .00			Available Balance: .00		
Sel: _			Sel: _		
=====					
Ready for input		F4-Rd SF2-DtJrn SF4-BenGt SF6-Crd SF7-Srch SF9-Addr			

Exhibit H-2

d. Calling the ARU

The cardholder may telephone the ARU to determine the EBT account balance. The cardholder must follow telephone menu options to obtain the balance.

5. EBT Card and PIN Responsibility

Each cardholder is responsible for protecting his or her EBT card and for the secrecy of the PIN. It is the cardholder's responsibility to report the loss or destruction of the EBT card to Customer Service to prevent the unauthorized use of the card. The local agency should emphasize the following guidelines at each certification:

- Never tell your PIN to anyone.
- Do not write your PIN on your card.
- Keep the EBT card safe.
- Keep the EBT card clean.
- Do not bend the EBT card.
- Keep the EBT card away from magnets (handbag clasps, TVs, refrigerator magnets, etc)
- Do not place the card in direct sunlight (i.e. on the car dashboard).

6. Access to Training

The local agency must offer training to cardholders on access to and use of the EBT account. Training must emphasize the guidelines listed in [subsection 6](#) of this chapter. At each recertification or reapplication, the agency must address cardholder responsibilities as individual households warrant. The agency may also suggest the household's need for an authorized representative or the need to change representatives when the household files applications.

**I. Local Agency Requirements**

The local agency is responsible for processing applications for benefits timely and for the delivery of benefits to eligible households. This chapter describes the processes a local agency must perform related to the delivery of benefits through EBT.

**1. Separation of Functions**

Each local agency must have sufficient staff available to perform certification, issuance and reporting functions. The functions are not interchangeable and therefore require separate staff for each function to ensure integrity of the Food Stamp Program. While this guide identifies certain units or worker levels to perform tasks, the local agency must ultimately decide how to assign its staff members.

Each agency must identify the staff assigned to each function by the completion and maintenance of agency profiles. See [Appendix B](#) for sample profiles. See [Appendix A](#) for the User Request forms to perform functions on the Administrative Terminal or the CAPS device.

**a. Certification Unit**

The Certification Unit in a local agency is responsible for conducting eligibility interview and determining eligibility for program benefits. This unit is also responsible for establishing claims if households receive too many benefits or for providing restoration if households receive too few benefits. Eligibility function related to the electronic delivery of benefits include:

- 1) authorization for the issuance of vault cards;
- 2) approval for crediting the replacement fee back to the household;
- 3) assignment of immediate or overnight batch windows for determining benefit availability; and
- 4) the establishment of contact with households that fail to use authorized benefits.

b. Issuance Unit

Traditionally, the Issuance Unit has been responsible for the delivery of benefits to eligible households and for generating reports about the issued benefits. The EBT functions for this unit will include the maintenance and distribution of vault EBT cards and the linkage of the vault card to the Citicorp EFS system through the Administrative Terminal.

Some tasks that may be accomplished by members of the Issuance Unit or the Administrative Unit depending on the availability of staff and agency size. These tasks include requisitioning vault cards, generating reports, and conducting balance inquiries for households.

In addition to these functions, there are some issuance or administrative functions that a supervisor level must perform. These tasks include crediting the card replacement fee and debiting household accounts to repay claims.

c. Administrative Unit

A primary task assigned the Administrative Unit is preparing the Citicorp EFS Administrative Terminal to receive cardholder PIN selections or changes through the CAPS device.

As indicated in subsection **b** above, either the Issuance or Administrative Unit may perform some functions.

2. Required Equipment

Each local agency must use the Citicorp EFS Administrative Terminal to issue vault cards and to receive issuance reports and information about EBT accounts for individual cases. Each agency must also use the CAPS device to allow cardholders an opportunity to select or change the PIN.

Cardholders will need access to the CAPS device to select or change the PIN. Food Stamp Program regulations require that an agency consider the needs of its client population by considering such factors as age, disabilities, and working households. The local agency must house the CAPS device so that it is accessible, during normal office hours, to cardholders so that they may select or change the PIN as necessary.

Local agency personnel must complete User Request forms for the Administrative Terminal and CAPS device before they may perform functions involving this equipment. See [Appendix A](#) for a copy of the request forms.

a. Administrative Terminal

The Administrative Terminal is not a separate or special computer. The Administrative Terminal is a software package that is linked to the Citicorp EFS system. The local agency must limit access to the computer or computers designated as the Administrative Terminal.

b. CAPS Device

1. Physical Requirements

The CAPS device requires the use of an analog telephone line and an electric outlet.

2. Inoperable CAPS Device

Each Regional Office will maintain a CAPS device to make available to local agencies as needed. If the CAPS device fails to operate, the local agency must contact the Regional Director for assistance or to arrange for delivery or to pick up the device from the Regional Office. Once the Regional Office exchanges the CAPS devices, the Regional Director must notify the EBT Project Coordinator.

If local or state workers experience problems with Administrative Terminals, CAPS devices, or need to have passwords reset, an agency representative must report the problem to the Customer Care Call Center of the Department of Social Services. The telephone number for the Customer Care Call Center is 800-223-8846. Select Option 5, Other Systems, to report the problem.

3. Vault Card Processes

a. Vault Card Supply

Each local agency must maintain a supply of vault EBT cards to provide to eligible households to meet the processing standards and to meet household emergencies.

1. Requisitioning and Supply

The local agency must maintain a supply of vault cards. The minimum supply is three months and the maximum amount is a six-month supply. The agency may estimate the number of cards needed by reviewing application-processing statistics, APPTRK, to determine the number of applications processed at the end of the processing standard. This evaluation would include the application processed on, or after the second day for expedited cases and on, or after the 24<sup>th</sup> or 54<sup>th</sup> processing day for applications due normal processing.

Issuance or administrative staff must requisition vault cards quarterly. The agency must submit *the Requisition for Vault EBT Cards* form to:

Virginia Department of Social Services  
EBT Project Office, Ninth Floor  
730 E. Broad Street  
Richmond, VA 23219

The local agency must submit the requisition form no later than the tenth day of the last month of each calendar quarter, i.e., March 10, June 10, September 10, or December 10. Forms received outside these dates will not be forwarded to Citicorp EFS until the end of the next quarter.

Local agencies may transfer vault cards from one locality to another, as needed. Both the receiving and transferring agencies must account for the transfer on the [Monthly Vault EBT Card Used Report](#), the [Advice of Transfer and the Vault EBT Card Inventory Control Record](#). Copies of these forms are in [Appendix A](#).

2. Storage

The local agency must provide secure storage for the bulk and working supply of cards by keeping the cards in a locked file or safe. The local agency must limit access to the vault cards to authorized Issuance Unit personnel only.

The agency must also securely store vault cards assigned to specific cardholders and awaiting pick up and for cards mailed to the agency for households using the agency address. The Issuance Unit must maintain the internal action form that authorized the vault card with the assigned card. The agency must hold the card for five business days. The agency must destroy the card if the cardholder does not pick it up within the five days or does not arrange to pick up the card on a specific day. See [Section G.1.c](#) for additional requirements related to unclaimed cards.

b. Vault Card Distribution

[Section D.2](#) discusses the process to authorize a vault EBT card and to link the card to the Citicorp EFS system. To issue the card to the



cardholders, the Issuance Worker must obtain identification of the cardholder and note the verification method on *the Internal Action and Vault EBT Card Authorization* form. The Issuance Worker must also have the cardholder sign the internal action form.

Each time the agency assigns a vault card to a cardholder, the Issuance Worker must complete the *Vault EBT Card Issuance Log*. At the end of a calendar month, information from the log will be the basis for *the Monthly Vault EBT Card Used Report*. The monthly report, in turn, will allow the agency to gauge the number of vault cards to order.

c. Vault Card Destruction

*Sections D.2.b. and G.1.c.* address instances in which the local agency authorizes and prepares a vault card for a household but the cardholder fails to retrieve the card. The agency must destroy the prepared card if the cardholder fails to receive a vault card within five business days and there is no instruction by the household about another date to receive the card.

When the Issuance Worker must destroy a prepared card, the agency must record the destruction on the *Undelivered EBT Cards - Destruction Record*. If the cardholder arranges to pick up a card after the Issuance Unit destroys the original card, the Issuance Worker must record the new card number on the *Internal Action and Vault EBT Card Authorization* form.

If the Issuance Worker finds that a vault card is unusable before issuance, the worker must list the damaged card number on the *Vault EBT Card Inventory Control Record*.

4. Ongoing Training to Households

The local agency is responsible for providing general instruction to ongoing households and new households about accessing benefits through EBT.

Households will receive written material when Citicorp EFS mails the EBT card to cardholders. The local agency must provide the written instruction to households that receive the vault card instead of a mailed card.

**J. Fraud****1. Fraudulent Use of the EBT Card**

Individuals who misuse their EBT card may be in violation of the Food Stamp Program regulations and §63.1-124.1 of the Code of Virginia. Misuse of an EBT card is punishable through the Administrative Disqualification Hearing process as well as through criminal proceedings. Definitions of terms related to claims, trafficking, and intentional program violations are in the Food Stamp Certification Manual. Disqualification penalties for food stamp trafficking and for committing an intentional program violation are in PART XVII of the Food Stamp Certification Manual.

**2. Common Examples of EBT Fraud**

- Sale of the EBT card and/or PIN to an unauthorized person.
- Purchasing illegal items such as alcoholic beverages or tobacco.
- An individual, in collusion with a retailer, debits the EBT account for a specified amount of money and credits it to the retailer's account.
- The retailer provides cardholder cash in an amount less than the EBT transaction. The cardholder may receive no merchandise in return.
- Allowing unauthorized individuals to use an EBT card.

**3. EBT Fraud Referral Process**

If an eligibility worker receives a complaint alleging that an individual or a store is involved in Food Stamp trafficking or misuse of Food Stamp benefits a referral should be made immediately to the local agency fraud unit. If the complaint involves a store, the local agency must verify that the store is not currently under investigation before initiating an inquiry about the complaint.

The local agency should print the individual's transaction history from the EBT Administrative Terminal. The Administrative Terminal will retain client transactions for a limited period. A delay in printing the transaction history may result in a loss of evidence substantiating trafficking.

4. Household Responsibilities and Education

The EW must review the penalties, restrictions and household responsibilities noted on the application during each certification interview.

In addition to reviewing information on the application, the EW must present and review the *Customer Responsibilities* form with each applicant filing a new application. If the applicant is neither the Case Name nor the authorized representative for the household, the EW must request that the applicant deliver the form to the Case Name and representative. Failure of a Case Name or authorized representative to sign the *Customer Responsibilities* form or the household's failure to return the signed forms will not affect an individual or household's eligibility for benefits. Note that the household is responsible if an authorized representative misuses food stamp benefits except when the representative is for a household that dwells in a drug addiction or alcohol treatment center.

5. Claims for Trafficking and Fraudulent Use

The local agency must establish a claim when a court or the process described in the certification manual at Part XVII.C.2. determines that an individual committed an intentional program violation by trafficking food stamp benefits. The agency must also establish a claim if a court determines that a cardholder misused an EBT card.

6. Retailer Fraud

Investigation of retailer fraud will be the responsibility of FNS. If there is suspected collaboration between a household member and a retailer, FNS will be responsible for handling the retailer investigation and the local agency must handle the client investigation.

**EBT Forms/Notices**

[Internal Action and Vault EBT Card Authorization \(032-03-387/1\)](#)

[Notice of Inactive EBT Account and Request for Verification](#)

[Non-Receipt Affidavit/EBT Card Replacement Request \(032-03-388\)](#)

[Notice of Deduction from an Inactive EBT Account \(032-03-637\)](#)

[Customer Responsibilities \(032-09-253\)](#)

[Request/Receipt for EBT Account Deduction \(032-03-389\)](#)

[PIN Selection/Change Log \(032-03-390\)](#)

[Vault EBT Card Issuance Log \(032-03-391\)](#)

[Undelivered EBT Cards - Destruction Record \(032-03-392\)](#)

[Vault EBT Card Inventory Control Record \(032-03-393\)](#)

[Monthly Vault EBT Card Used Report \(032-03-394\)](#)

[Advice of Transfer Vault EBT Cards \(032-03-395\)](#)

[Requisition for Vault EBT Cards and EBT Training Materials \(032-03-396\)](#)

[CAPS User ID Request Form \(032-03-397\)](#)

[Administrative User ID Request Form \(032-03-398\)](#)

INTERNAL ACTION AND VAULT EBT CARD AUTHORIZATION

TO: \_\_\_\_\_ Vault Card Issuance Unit \_\_\_\_\_ EBT Administrative Terminal Personnel Date \_\_\_\_/\_\_\_\_/\_\_\_\_

FROM Eligibility Worker/Supervisor: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

RE: Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

I. ☐ Authorization for a Vault EBT Card

Vault card reason: (1) \_\_\_\_ Timely processing (2) \_\_\_\_ Household emergency (3) \_\_\_\_ Agency determination

Case Name Social Security Number \_\_\_\_\_ Case Name Birth Date \_\_\_\_/\_\_\_\_/\_\_\_\_

II. ☐ Authorization for crediting the card replacement fee to the household's account

Reason: ☐ Household disaster: ☐ Lost in the mail ☐ Household Violence  
☐ Improperly manufactured ☐ Reapplication, no card ☐ Cardholder name changed

III. ☐ Convert balance to coupons. ☐ ADAPT address confirmed with household.

IV. ☐ Reactivate dormant EBT account.

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**Issuance/Administrative Unit Use**

I. EBT Vault Card Number: \_\_\_\_\_ Card destroyed on \_\_\_\_/\_\_\_\_/\_\_\_\_

Type of identification seen:

☐ Driver's License ☐ Rent/Utility Bill/Receipt ☐ School ID Card  
☐ Work ID Card ☐ Library Card ☐ Social Security Card  
☐ Other \_\_\_\_\_

I acknowledge that I received my EBT card. I understand that I need to select a Personal Identification Number to use my benefits.

\_\_\_\_\_  
Cardholder's Signature

\_\_\_\_\_  
Date

☐ Cardholder failed to pick up vault card

☐ Card destroyed  
☐ Vault card not prepared

II. Replacement fee credited on \_\_\_\_/\_\_\_\_/\_\_\_\_.

III. Benefits converted on \_\_\_\_/\_\_\_\_/\_\_\_\_.

IV. EBT account reactivated on \_\_\_\_/\_\_\_\_/\_\_\_\_.

Completed by \_\_\_\_\_  
Issuance/Administrative Worker

\_\_\_\_\_  
Date

# ***Virginia EBT Policies and Procedures Guide***

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Internal Action and Vault EBT Card Authorization

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## Internal Action and Vault EBT Card Authorization

FORM NUMBER - 032-03-387

PURPOSE OF FORM - The Eligibility Unit will use this form to communicate with the Issuance or Administrative Unit in the local agency.

USE OF FORM - The EW must complete the top portion of the form to authorize the Issuance Unit to prepare and issue a vault card to an eligible household or for the Issuance Unit to convert benefits in the EBT account to coupons. The Eligibility Supervisor must complete the top portion of the form to authorize the Issuance or Administrative Supervisor, as designated by the agency, to credit the card replacement fee to a household's EBT account. The Issuance or Administrative Unit must complete the bottom portion of the form to document the action taken. The primary cardholder must also sign the form to acknowledge receipt of the vault card.

NUMBER OF COPIES - Three.

DISPOSITION OF FORM - The Eligibility Worker or Supervisor must retain a copy of the form and forward the remaining copies to the Issuance or Administrative Unit for completion. The Issuance or Administrative Unit must retain a copy of the fully completed form and return the second copy to the Eligibility Unit. Upon receipt of the form, the Eligibility Worker or Supervisor must file the copy in the casefile. The initial copy completed only by the Eligibility Unit may be discarded.

INSTRUCTIONS FOR PREPARATION OF FORM - The Eligibility Worker or Supervisor must complete the identifying case and unit information. The EW must complete Sections I, III and IV. The EW must note the reason why a vault card is necessary. The Eligibility Supervisor must complete Section II to authorize the crediting of the card replacement fee back to the household's EBT account.

The Issuance Unit must promptly act to prepare a vault card or convert the benefits for a household upon receipt of the form completed by the Eligibility Unit. The Issuance Worker must obtain and

## ***Virginia EBT Policies and Procedures Guide***

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Internal Action and Vault EBT Card Authorization

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record identity verification before releasing the vault card and secure the signature of the cardholder on the form.

The Eligibility Worker may authorize the reactivation of a dormant account using the Internal Action and Vault EBT Card Authorization form. The Primary Cardholder may also contact the Issuance or Administrative Worker directly to request the reactivation of the account.

The completed form must remain with a prepared vault card until the cardholder comes to the agency. The Issuance Unit must destroy the card after five business days if the cardholder does not receive it or make additional arrangements to receive the card. The Issuance Worker must note the date of the destruction of the card on the form. If the agency opts to wait until the cardholder comes to pick up the vault card before preparing the card, the Issuance Unit must notify the EW if the cardholder fails to obtain the card within five business days after the initial authorization by the certification unit.

The supervisor of the Issuance or Administrative Unit, as determined by the agency, must complete the section to credit the card replacement fee back to the household's EBT account.

The Issuance or Administrative Worker or Supervisor must sign and date the form.



COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES  
FOOD STAMP PROGRAM  
NOTICE OF INACTIVE EBT ACCOUNT AND REQUEST FOR VERIFICATION

TO:	<div></div>	Case Name: _____
		Case Number: _____
		Agency: _____
		Date: _____

Our records indicate that you have not used your food stamp benefits in your Electronic Benefits Transfer (EBT) account during the past 60 days. Please note:

- You must use some of the funds in the account within the next 30 days or your account will become inactive. The balance in your account is \$\_\_\_\_\_.
- If the account becomes inactive, you will need to contact the local social services agency to gain access to the account.
- If your account becomes inactive and if you owe an amount for food stamp benefits your household received in error, the local agency may apply the balance against the amount you owe.
- You must use the benefits within a year or you will lose all entitlement to the benefits **because we will delete the benefits from the account.**

- ☐ You must provide proof of your address in order to continue your household's eligibility for food stamp benefits. Please provide proof of your address within ten days of this notice.

Your food stamp case will be closed if you do not provide the address verification within ten days. Please contact me at the number listed below if you need help obtaining this verification. Please contact me also to discuss why you have not used your food stamp benefits.

\_\_\_\_\_  
Eligibility Worker

\_\_\_\_\_  
Telephone number

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Notice of Inactive EBT Account and Request for Verification

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## Notice of Inactive EBT Account and Request for Verification

FORM NUMBER - This form is only available through the ADAPT system.

PURPOSE OF FORM - This form will notify a household that its EBT account will become inactive within 30 days because of the cardholder's failure to use the benefits during the prior 60 days. The notice will request address verification from active households.

USE OF FORM - The ADAPT system will prepare the form to alert a household that the EBT account will become inactive within 30 days. The notice will notify an affected household that the household may lose entitlement to the benefit or that the agency may apply the benefits to an outstanding claim. ADAPT will identify an active case and request that the household provide address verification within ten days.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - ADAPT will store an electronic copy and Central Office will mail a copy to the affected household.

INSTRUCTIONS FOR PREPARATION OF FORM - The ADAPT system will complete the form and Central Office will mail the form to the household. If the case is active, the household must provide verification of the address within ten days of the date of the notice.

The EW must determine if there is compliance with the verification request. The EW must send an adverse action notice if the household fails to respond or fails to comply with the verification request.

COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES  
DIVISION OF BENEFIT PROGRAMS

**NON-RECEIPT AFFIDAVIT/EBT CARD REPLACEMENT REQUEST**

<b>NON-RECEIPT AFFIDAVIT/EBT CARD REPLACEMENT REQUEST</b>		CASE NUMBER
CASE NAME	DATE	LOCALITY
ADDRESS	CITY, STATE, ZIP	

<p>CHECK (✓) THE BOX BELOW WHICH DESCRIBES THE REPLACEMENT REASON:</p> <p><input type="checkbox"/> Non receipt of electronic benefits transfer (EBT) Card      <input type="checkbox"/> Food destroyed in a household disaster</p> <p><input type="checkbox"/> EBT card destroyed/stolen</p>	<p>How was the EBT card or food destroyed or damaged?</p>
<p>Value of destroyed food</p>	<p>If the EBT card was stolen, have you filed a police report?</p> <p><input type="checkbox"/> Yes      <input type="checkbox"/> No</p> <p>Where filed? _____</p> <p>Date: _____</p>
<p>I hereby certify, under penalty of perjury and/or fraud, that the household listed above has not received its electronic benefits transfer (EBT) card or has experienced the destruction of food, the destruction of the EBT card, or has experienced the theft of an EBT card in the month of _____, (year) _____.</p>	
Signature	Date

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Non-Receipt Affidavit/EBT Card Replacement Request

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## Non-Receipt Affidavit/EBT Card Replacement Request

FORM NUMBER - 032-03-388

PURPOSE OF FORM - This form will allow the local agency to assess the reason for a replacement of an EBT card or determine the value of food destroyed. Depending on the reason for the loss, the local agency may credit the card replacement fee back to the household's EBT account or provide additional food stamp benefits to cover the value of food destroyed.

USE OF FORM - The local agency must provide the affidavit to households that request the form or who request a credit of the card replacement fee. The agency must provide the form to households that report the loss or destruction of the EBT card due to a reason for which the local agency may credit the card replacement fee. The agency must also provide the form to households that report a household disaster that resulted in the loss of food purchased with food stamp benefits.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency must provide a copy of the completed form to the household and file a copy in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff should complete the identifying case information at the top of the form. A household member or an authorized representative must complete or provide information for the bottom section regarding the replacement of the EBT card or food destroyed. A household member must sign and date the form.

COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES  
FOOD STAMP PROGRAM

**NOTICE OF DEDUCTION FROM AN INACTIVE EBT ACCOUNT**

TO:	<div></div>	Case Name: _____
	<div></div>	Case Number: _____
	<div></div>	Agency: _____
	<div></div>	Date: _____

Our records indicate that you have not used your food stamp benefits in your Electronic Benefits Transfer (EBT) account recently. We sent you a letter about this on \_\_\_\_\_. Records show that you owe \$\_\_\_\_\_ to the Department of Social Services to repay the amount of food stamps your household received in error.

☐ **Inactive Accounts - 91-364 days of inactivity**

We will deduct \$\_\_\_\_\_ from your EBT account and apply it to the debt you owe.

If you do not want us to apply the money in your EBT account to the debt that you owe, please let us know within 20 days of this notice. If you do not notify us, we will make the deduction.

☐ **Dormant Accounts - 365 days of inactivity**

We deducted \$\_\_\_\_\_ from your EBT account and applied it to the debt you owe.

\_\_\_\_\_  
Eligibility Worker

\_\_\_\_\_  
Telephone number

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Notice of Deduction from an Inactive EBT Account

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## Notice of Deduction from an Inactive EBT Account

FORM NUMBER - 032-03-637

PURPOSE OF FORM - This form is to notify a household with a dormant EBT account and one who owes money on an unpaid claim that the agency will use all or some of the unused benefits to repay the claim unless the household tells the agency not to make the deduction. The form also allows the agency to notify a household with expunged benefits that the expunged benefits were used to repay an unpaid claim.

USE OF FORM - The local agency must provide the form if the agency wants to apply all or part of the benefits in a dormant account to an unpaid claim at least 20 days in advance of the deduction. The agency may not debit the account if the household notes its objection within the 20-day period.

The agency may also use this for to notify a household that the agency used expunged benefits from an EBT account to reduce or satisfy an unpaid claim owed by the household.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency must provide a copy of the completed form to the household and file a copy in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff must complete the identifying case information at the top of the form. The worker completing the form must also include the mailing date of the form.

In the body of the form, the worker must include the date of the system-generated *Notice of Inactive EBT Account and Request for Verification* sent to the household. The worker must also include the balance of the unpaid claim. The worker must note whether the deduction toward the claim will apply to dormant or expunged benefits and the amount of benefits affected. The worker completing the form must sign the form and provide the telephone number.

Commonwealth of Virginia  
Department of Social Services

**CUSTOMER RESPONSIBILITIES**

**Welfare Fraud**

**Welfare fraud is larceny.** Fraud involving more than \$200.00 is a felony. The Code of Virginia deems any person who obtains assistance or benefits by means of a willful false statement or who knowingly fails to notify of a change in circumstances that could affect eligibility for assistance is guilty of larceny. The Code of Virginia deems whosoever knowingly and with intent to defraud transfers, acquires, alters, traffics in or uses, or aids or abets another person in transferring acquiring, altering, trafficking in, using or possession food stamps, electronic benefit transfer cards or other devices subject to federal reserve system regulations regarding electronic fund transfers or benefits from fuel assistance programs, in any manner not authorized by law shall be deemed guilty of larceny and, upon conviction thereof, be punished accordingly. Upon conviction, the Code of Virginia authorizes punishment according to State Law.

**Responsibilities**

- YOU ARE RESPONSIBLE for safeguarding your EBT Cardinal card and PIN.
- If your Food Stamp account is accessed by you, an Authorized Representative, or any other person to whom you voluntarily gave your EBT Cardinal card and PIN, the transaction is considered authorized and the benefits will **not** be replaced.
- You must report a lost or stolen EBT Cardinal card immediately to the customer service toll-free hotline: 1-866-281-2448.
- Do not give false information or hide information to receive or continue to receive food stamp benefits.
- Do not trade, sell or alter Cardinal cards.
- Do not use other people's Cardinal cards, unless authorized.
- Do not buy ineligible items such as alcoholic beverages, firearms, or tobacco with food stamp benefits.
- You may not exchange your Food Stamp benefits for cash.
- You may not purchase items on credit with the Cardinal card.
- Anyone who intentionally breaks any of these rules could be barred from the Food Stamp Program for 12 months (first violation), 24 months (second violation), or permanently (third violation); subject to \$250,000 fine, imprisoned up to 20 years, or both; and suspended for an additional 18 months and further prosecuted under other Federal and State laws.

**Repayment**

In addition to any criminal punishment as set forth in the Code of Virginia, anyone who receives benefits from the Department of Social Services by withholding information or by misusing the EBT card will be required to repay the amount of the improper payment(s). Repayment will be according to a repayment agreement between the responsible person(s) and the local Department of Social Services.

**By my signature below, I declare that I fully understand and agree to the above responsibilities. If I give false, incorrect or incomplete information or do not report changes in a timely manner, I may be breaking the law and could be prosecuted for perjury, larceny, or welfare fraud.**

\_\_\_\_\_  
Applicant  
(Your signature is not a condition of eligibility, but that by signing you acknowledge that you understand the laws of the EBT Cardinal card and PIN)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

# ***Virginia EBT Policies and Procedures Guide***

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Customer Responsibilities

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## Customer Responsibilities

FORM NUMBER - 03-09-253

PURPOSE OF FORM - This form identifies the proper use of the Cardinal Card and personal identification number (PIN) to the Case Name and authorized representative. It also provides the penalties for misuse of the card.

USE OF FORM - The Case Name must sign the form for a households that initially applies or reapplies for benefits. The authorized representative who will receive an EBT card and have access to the household's EBT account must also sign a form when a household files a new application or a reapplication.

The form is not a condition of eligibility. If the Case Name or representative fails to sign the form, client refuses to sign the form, the EW must process the application in the normal manner. Similarly, if the household fails to return the form if another household member or other representative files the application, the EW must process the application normally without waiting for the return of the form.

NUMBER OF COPIES - Two

DISPOSITION OF FORM - The local agency must maintain the original in the case file permanent verification section and provide the copy will be given to the household.

INSTRUCTIONS FOR PREPARATON OF FORM - The eligibility worker must explain the form to the applicant at each new application or reapplication. If the applicant is the Case Name or an authorized representative with the authority to access the EBT account, the applicant must sign the form at application. The EW must also sign the form. If the Case Name or authorized representative is not present during the interview, the EW must provide forms to the applicant to get their signatures.



Commonwealth of Virginia  
Department of Social Services  
Division of Benefit Programs

Case Name \_\_\_\_\_

Case Number \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

### **Request/Receipt for EBT Account Deduction**

- ☐ Please deduct \$\_\_\_\_\_ from my household's Food Stamp EBT Account to repay benefits my household received in error.
- ☐ Per my Repayment Agreement dated \_\_\_\_\_, please deduct \$\_\_\_\_\_ from my household's Food Stamp EBT Account to repay benefits my household received in error.

Signature of Household Member

Date

Per your request, the \_\_\_\_\_ Department deducted \$\_\_\_\_\_ from your Food Stamp EBT Account on \_\_\_\_\_.

Signature of Issuance/Administrative Supervisor

Date

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Request/Receipt for EBT Account Deduction

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## Request/Receipt for EBT Account Deduction

FORM NUMBER - 032-03-389

PURPOSE OF FORM - This form serves as a request from a household member for the local agency to deduct all or part of the household's available benefits to repay a claim for overissued benefits. The form also allows the agency to provide a receipt to the household for the voluntary deduction from the EBT account.

USE OF FORM - The local agency may provide the form to the household if a household member requests to deduct an amount from the EBT account to repay a claim. The local agency Issuance or Administrative Supervisor may provide this form whenever a deduction occurs from a household's account to repay a claim.

NUMBER OF COPIES - Two.

DISPOSITION OF FORM - The local agency may provide a copy of the completed form to the household and file a copy with records that document the repayment of a claim for an overissuance of benefits.

INSTRUCTIONS FOR PREPARATION OF FORM - Local agency staff should complete the identifying case information at the top of the form. A household member may complete the section to authorize a deduction from the EBT account or provide information for the completion of the section. A household member must sign and date the form.

An administrative or issuance supervisor may complete the shaded portion of the form after the repayment action occurs through the Administrative Terminal.

PIN SELECTION/CHANGE LOG

Agency/Location \_\_\_\_\_

	Date	Case Name Signature	Case Number	Case Name	Card Number	Method Identity Established	CAP Staff (Initials)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.							
18.							
19.							
20.							

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PIN Selection/Change Log

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## PIN Selection/Change Log

FORM NUMBER - 032-03-390

PURPOSE OF FORM - This form documents cardholder activity to select or change the Personal Identification Number (PIN).

USE OF FORM - The local agency staff assigned to the CAPS device must obtain the signature and verify the identity of persons who visit the local agency to select or change the PIN before the selection/change occurs. This form allows the agency to obtain the signature and document the verification of identity.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must maintain an ongoing log with the CAPS device.

INSTRUCTIONS FOR PREPARATION OF FORM - The worker assigned to the CAPS device must complete all the fields on the log except the **Case Name Signature** and **Date**. The worker should conduct an inquiry of the card through the Administrative Terminal to ensure that the person presenting the card is the cardholder of record.

The agency worker must view the cardholder's Cardinal Card and obtain verification of cardholder's identity. To the extent possible, the worker must view a picture identification of the primary cardholder. In the absence of picture identification, acceptable forms of verification include a Social Security or Medicare card, library card, voter registration card, or a bill for a utility or other household expense mailed to the cardholder. Note the verification method in the field entitled **Method Identify Established**.

The worker must present the completed log for the cardholder's signature before the cardholder may use the CAPS device.

VAULT EBT CARD ISSUANCE LOG

Agency/Location \_\_\_\_\_

Month \_\_\_\_\_ Year \_\_\_\_\_

	Date	Case Number	Cardholder Name	Reason for Vault Card (1, 2, 3)	Card Number (16 digits)	Issued By (Initials)
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

# ***Virginia EBT Policies and Procedures Guide***

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Vault EBT Card Issuance Log

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## Vault EBT Card Issuance Log

FORM NUMBER - 032-03-391 (An Excel spreadsheet version of this form is available from the EBT Project Office.)

PURPOSE OF FORM - This log provides a monthly listing of the over-the-counter vault cards the local agency issued. The log compiles information from the Internal Action and Vault EBT Card Authorization forms and will support inventory control and requisitioning.

USE OF FORM - The Issuance Unit must prepare the issuance log upon receipt of the Internal Action and Vault EBT Card Authorization form from the Eligibility Unit and after the Issuance Worker links the vault card in the Administrative Terminal.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The Issuance Worker must retain the log for the current month with copies of the Internal Action and Vault EBT Card Authorization forms received in the month.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must complete the log based on information from the Internal Action and Vault EBT Card Authorization form. The Issuance Worker must also initial the log.

## UNDELIVERED EBT CARDS - DESTRUCTION RECORD

AGENCY/LOCATION \_\_\_\_\_

DATE	CARD NUMBER	CARDHOLDER NAME	STATUS CHANGED?	INITIAL	CARD DESTROYED	INITIAL
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
			<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	

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Undelivered EBT Cards - Destruction Record

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## Undelivered EBT Cards - Destruction Record

FORM NUMBER - 032-03-392

PURPOSE OF FORM - This log allows local agency and Central Office staff to document the destruction of undelivered or returned EBT cards.

USE OF FORM - Local agency issuance staff must record the destruction of vault cards that cardholders fail to pick up. The local agency must also record the destruction of cards mailed by Citicorp EFS to the local agency for a cardholder that the cardholder fails to retrieve. The local agency must destroy and record the destruction of cards returned to the agency on behalf of households no longer wanting or needing the EBT card. These instances include the death of all household members or when a household leaves the Commonwealth and there are no remaining benefits in the account. The local agency may also receive mutilated cards for which the household received a replacement or the household may surrender previously lost cards for which the household did receive a replacement. The local agency must record the destruction of these cards too.

The Division of Finance at the Virginia Department of Social Services will receive undeliverable EBT cards mailed by Citicorp EFS to the household addresses in ADAPT. The Division of Finance will check the status of the cards, change the status if necessary and destroy the cards. The Division of Finance must record the status change and the destruction of the card on the Undelivered EBT Cards - Destruction Record.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - Local and state staff must retain an ongoing log of cards received and destroyed.

INSTRUCTIONS FOR PREPARATION OF FORM - Local and state staff must complete the form with the date an EBT card arrives in the office and the worker determines the card needs to



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Undelivered EBT Cards - Destruction Record

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be destroyed. Enter the card number and the name on the card. The local agency worker does not need to complete the **Status Changed?** and the adjoining **Initial** fields but the Division of Finance worker must complete these fields.

Local and state staff must complete the fields that document the destruction of the card. Local and state staff must destroy the cards by cutting them.

## VAULT EBT CARD INVENTORY CONTROL RECORD

AGENCY/LOCATION \_\_\_\_\_

[illegible]

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Vault EBT Card Inventory Control Record

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## Vault EBT Card Inventory Control Record

FORM NUMBER - 032-03-393

PURPOSE OF FORM - This form provides an ongoing inventory of vault cards received and distributed by the local agency.

USE OF FORM - The form documents the receipt of cards from Citicorp EFS or those transferred from one locality to another. The form also documents the cards taken from the bulk supply to transfer to another locality, to other distribution sites, or to place in the agency's working supply.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must maintain an ongoing inventory record. If there are multiple issuance sites, each site must maintain the record.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must enter the beginning and ending numbers of the supply of cards received and the beginning and ending numbers of cards issued. The supply of cards issued will also include unusable cards that must be included on the destruction log. The Issuance Worker must initial the receipt of cards and the withdrawal of cards from the supply.

## MONTHLY VAULT EBT CARD USED REPORT

Agency/Location \_\_\_\_\_

Date \_\_\_\_\_

	Beginning Card Number	Ending Card Number	Number of Cards
Beginning Inventory	_____	_____	_____
Added to Inventory	_____	_____	_____
Card Transferred to FIPS _____	_____	_____	_____
Cards Issued	_____	_____	_____
Ending Inventory Returned to Bulk Inventory	_____	_____	_____

Signature of Issuer \_\_\_\_\_

Signature of Issuance Supervisor \_\_\_\_\_

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Monthly Vault EBT Card Used Report

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## Monthly Vault EBT Card Used Report

FORM NUMBER - 032-03-394

PURPOSE OF FORM - This form provides a monthly report of the working supply of vault cards for a local agency or a branch site of the agency.

USE OF FORM - The form documents the receipt of cards from the bulk supply of cards for the local agency. The form also documents the cards issued during the month. The agency must consider the amounts issued during the month when requisitioning additional cards.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must maintain a monthly record of the EBT cards received and issued during the month. If there are multiple issuance sites, each site must complete a monthly record to compile a single agency report.

INSTRUCTIONS FOR PREPARATION OF FORM - The Issuance Worker must enter the beginning and ending card numbers in the working supply of cards. Enter the beginning and ending card numbers of cards added to the working inventory and taken from the working supply. The **Card Issued** total must equal the number of cards listed on the Vault EBT Card Issuance Log for the month.

COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES  
DIVISION OF BENEFIT PROGRAMS

<b>ADVICE OF TRANSFER VAULT EBT CARDS</b>	SENDING OFFICE		RECEIVING OFFICE		
	FIPS CODE		FIPS CODE		
	NAME AND ADDRESS		NAME AND ADDRESS		
<u>SENDING OFFICE:</u>  Complete all items except “date of receipt” and “signature of authorized receiving official.” Retain copy 2 and forward the remaining copies to the receiving office.  <u>RECEIVING OFFICE:</u>  Complete date and signature. Retain a copy and forward a copy to the sending office.	NUMBER OF CARDS		NUMBER OF TRAINING MATERIALS		
			ENGLISH	SPANISH	
DATE OF TRANSFER	SIGNATURE OF AUTHORIZED TRANSFERRING OFFICIAL		DATE OF RECEIPT	SIGNATURE OF AUTHORIZED RECEIVING OFFICIAL	

**ORIGINAL**

After receipt and verification of the above-described shipment, RECEIVING OFFICE must attach this original to the [Monthly Vault EBT Card Used Report](#).

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Advice of Transfer Vault EBT Cards

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## Advice of Transfer Vault EBT Cards

FORM NUMBER - 032-03-395

PURPOSE OF AND USE OF FORM - This form documents the movement of a supply of vault cards and training materials from one agency to another.

NUMBER OF COPIES - Three.

DISPOSITION OF FORM - The sending agency must maintain a copy of the form that notes the supply of cards and training materials sent to another local agency or another distribution site and forward the remaining copies to the receiving agency. The receiving agency/site must complete the transfer form, keep a copy of the form and return the remaining copy to the sending agency.

INSTRUCTIONS FOR PREPARATION OF FORM - The sending agency must complete the form to note the number of cards and training materials sent to another agency. The sending agency must sign and date the form. The receiving agency must verify the number of cards received then sign and date the form.

The inventory control record or the [Monthly Vault EBT Card Used Report](#) must reflect the transfer out and the receipt of transferred cards from one locality to another, as appropriate. If the sending agency deducted the cards from the working supply then and if the receiving agency added the cards to the working supply then the monthly report will be used. The inventory record will reflect the transfer if the withdrawal or addition occurs from the bulk supply.

## REQUISITION FOR VAULT EBT CARDS AND EBT TRAINING MATERIALS

Date of Requisition	Agency	Person(s) Authorized to accept shipments:
Ship to:		Telephone No.

### Inventory Analysis

A	B	C	D	E	F
Inventory Balance	Number Cards on Order	Total on Hand and on Order (A+B)	Mo. Average of Cards Used (past 3 months)	No. of Months Supply Wanted (not to exceed 6)	No. of Cards Needed[ (DxE) – C]

Number of boxes of cards ordered \_\_\_\_\_ @300 per box. (Training materials based on the cards ordered: \_\_\_\_\_ English; \_\_\_\_\_ Spanish

Number of training materials only ordered: \_\_\_\_\_ English; \_\_\_\_\_ Spanish

Signature of Requesting Official	Date Ordered	Requisition to Vendor	Date Sent to Vendor

**Submit requisition no later than the 10<sup>th</sup> day of March, June, September, or December.**

For Citicorp EFS Use			
Requisition No.		Remarks	
Date Shipped			
No. of Boxes of Cards	No. of Training Materials		
	English	Spanish	
Authorized Signature _____			



# ***Virginia EBT Policies and Procedures Guide***

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Requisition for Vault EBT Cards and EBT Training Materials

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## Requisition for Vault EBT Cards and EBT Training Materials

FORM NUMBER - 032-03-396

PURPOSE OF AND USE OF FORM - The local agency must use this form to order vault EBT cards and EBT training materials from Citicorp EFS.

NUMBER OF COPIES - Four.

DISPOSITION OF FORM - The local agency must retain a copy of the completed form and forward the remaining copies to:

Virginia Department of Social Services  
EBT Project Office, Ninth Floor  
730 E. Broad Street  
Richmond, VA 23219

INSTRUCTIONS FOR PREPARATION OF FORM -

Enter the identifying agency information and the appropriate shipping address.

The Issuance Unit must calculate the number of cards used during the prior three months based on the [Monthly Vault EBT Card Used Report](#) in order to determine the number of cards the agency needs to order. The inventory balance must be obtained from the [Vault EBT Inventory Control Record](#). After the agency completes the inventory analysis, the agency must enter the number of cards desired. A six-month supply of cards is the maximum an agency may maintain.

The agency will receive training supplies that correspond to the number of cards ordered. The agency must enter the desired language for the training materials. If the agency desires additional materials, the requisition must include the number of additional materials desired.

Sign and date the form and forward the copies to the EBT Project Office at Central Office.

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Requisition for Vault EBT Cards and EBT Training Materials

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The Virginia Department of Social Services will forward requisition forms quarterly. The local agency must submit the requisition form by the 10<sup>th</sup> day of March, June, September and December.



# ***Virginia EBT Policies and Procedures Guide***

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CAPS User ID Request Form

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## CAPS User ID Request Form

FORM NUMBER - 032-03-397

PURPOSE OF AND USE OF FORM - Local agency and state staff must use this form to establish the account with Citicorp EFS.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must forward the form via courier or U.S. mail to:  
Virginia Department of Social Services  
730 E. Broad Street  
Richmond, VA 23219  
Attn: Information Security, 6<sup>th</sup> Floor

Faxes are not acceptable.

INSTRUCTIONS FOR PREPARATION OF FORM -

Enter the current date and check the appropriate function.

The user, user's supervisor, and local security officer **MUST** sign the form. The user **MUST** initial the security statement in the middle of the form.

Within one business day of receipt, Information Security will sign the form and fax it to Citicorp EFS Security for set up. Within three business days, Citicorp EFS Security will have the account set up, complete the lower section of the User Request Form and fax back the form to DSS Information Security.

Within two hours of receipt of the form from Citicorp EFS Security, a representative of DSS Information Security will call the user and provide the user with the User ID and Password. Citicorp EFS may only change the CAPS password that Citicorp EFS assigns.



# ***Virginia EBT Policies and Procedures Guide***

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Administrative User ID Request Form

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## Administrative User Id Request Form

FORM NUMBER - 032-03-398

PURPOSE OF AND USE OF FORM - Local agency and state staff must use this form to identify the security profile and to establish the account with Citicorp EFS.

NUMBER OF COPIES - One.

DISPOSITION OF FORM - The local agency must forward the form via courier or U.S. mail to:

Virginia Department of Social Services  
730 E. Broad Street  
Richmond, VA 23219  
Attn: Information Security, 6<sup>th</sup> Floor

Faxes are not acceptable.

INSTRUCTIONS FOR PREPARATION OF FORM -

Enter the current date and check the appropriate function.

Check the appropriate Profile. An individual may have only one profile. Complete the personal information.

The user, user's supervisor, and local security officer **MUST** sign the form. The user **MUST** initial the security statement in the middle of the form.

Within one business day of receipt, Information Security will sign the form and fax it to Citicorp EFS Security for set up. Within three weeks, Citicorp EFS Security will set the account up and notify DSS Information Security via e-mail of the User ID and password. Within 2 hours of receipt of notification from Citicorp EFS, a representative of DSS Information Security will call the user and provide the user with the Group ID, User ID and Initial Password. The system will prompt the user to change the initial password.

**VIRGINIA EBT USER PROFILES**

<b>Profile Number</b>	<b>Profile Name</b>	<b>Screen Access</b>	<b>Recommended Staff</b>
Profile #1	Project Management Group - Inquiry Only	Log-on Client Search) Balance Inquiry Cardholder Detail Journal Inquiry Cardholder Transaction Detail Cardholder History Inquiry Cardholder History Detail Benefit Pending Search Demographic Pending Search Benefit Grant Inquiry Benefit Grant Detail State Issuer Balancing Benefit Issuer Totals Benefit Update Totals Update Inquiry Retailer Detail Journal Inquiry Retailer Transaction Detail	Central/Regional Office EBT Project Staff
Profile #2	Local Agency Management Group - Update and Inquiry	Log-on Client Search Balance Inquiry Cardholder Detail Journal Inquiry Cardholder Transaction Detail Card History Inquiry Card History Detail Benefit Pending Search Demographic Pending Search Benefit Grant Inquiry Benefit Grant Detail	Local Agency EBT Supervisory Staff
Profile #3	Financial Management Group - Inquiry Only	Log-on Update Inquiry Demographic Pending Benefit Issuer Totals State Issuer Balancing Benefit Update Totals	Central Office Financial Management Staff
Profile #4	Investigative/Fraud Group - Inquiry Only	Log-on Client Search Balance Inquiry Retailer Detail Journal Inquiry Retailer Transaction Detail Cardholder Detail Journal Inquiry Cardholder Transaction Detail Card History Inquiry Card History Detail Demographic Pending Search Benefit Grant Inquiry Benefit Grant Detail Benefit Pending Search	Local Agency Investigative/Claims/Fraud and Benefit Recovery Staff  Central Office Investigative/Fraud and Internal Auditor Staff  FNS Retail Mgmt

# Virginia EBT Policies and Procedures Guide

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Appendix B - User Profiles

Profile Number	Profile Name	Screen Access	Recommended Staff
Profile #5	Administrative Terminal Software Group - Inquiry and Update	Log-on Client Search Balance Inquiry Card History Inquiry Card History Detail Cardholder Detail Journal Inquiry Cardholder Transaction Detail Dormant Account Maintenance Benefit Pending Search Card Replacement Fee Credit Screen Fee Credits Coupon Conversion Repayment Screen	Local Agency Administrative Support/ Clerical Staff
Profile #6	Administrative Terminal Software Group - Inquiry and Update	Log-on Balance Inquiry Client Search Vault Card Issuance and Replacement Coupon Conversion Screen Card History Inquiry Card History Detail	Local Agency Issuance Staff
Profile #7	ADAPT	Log-on Demographic Pending Search Update Inquiry Benefit Update Totals Benefit Pending Search	Central Office Division of Information Systems Staff
Profile #8	Returned Cards Management Group - Inquiry and Update	Login Client Search Card Status Maintenance	Central Office Division of Finance staff
Profile #9	Small Agency Administrative Terminal Software Group - Inquiry and Update	Log-on Client Search Balance Inquiry Card History Inquiry Card History Detail Cardholder Detail Journal Inquiry Cardholder Transaction Detail Dormant Account Maintenance Benefit Pending Search Card Replacement Fee Credit Screen Fee Credits Coupon Conversion Vault Card Issuance and Replacement Coupon Conversion Screen Repayment Screen	Small Local Agency Support and Issuance Staff  <b>Note:</b> A small agency is an agency with five or fewer administrative support staff members.



# **Virginia EBT Policies and Procedures Guide**

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Appendix C - CAPS Device Operations

## **CAPS DEVICE OPERATIONS**

The security officer will assign a user code and a “starter” password to designated staff in each unit. The security officer may assign a numeric code to the Administrative Unit instead of to individuals. This starter password will allow staff to sign on to the CAPS device. Clerks will not be able to perform transactions on the CAPS device until they change their password. There is a 10-password history restriction.

### **Steps to Change EBT Staff Password**

<b>Terminal Display</b>	<b>Action</b>
Enter Transaction	Press “5” To Select “AA Password
Enter Authorized Agent Number	Enter User Number. Press Enter
Enter Your Current Password	Enter Current Password. Press Enter
Enter Your New Password	Enter New Password. Press Enter
Password Changed	

### **PIN Selection Procedures - Clerk**

<b>Terminal Display</b>	<b>Action</b>
Enter Transaction	Press “1” To Select “Issue New Card
Enter Authorized Agent Number	Enter User Number. Press Enter
Enter Your Current Password	Enter Current Password. Press Enter
Swipe Customer Card (Optional)	
Password Changed	

### **PIN Selection Procedures - Client**

<b>Terminal Display</b>	<b>Action</b>
Swipe Customer Card (If Clerk Did Not Do So)	Swipe Card
Enter Your New PIN Number	Client Enters New Pin Number
Please Repeat Your New PIN Number	Client Enters Pin Again
Card Activated	

### **Pin Change Procedures - Clerk**

<b>Terminal Display</b>	<b>Action</b>
Enter Transaction	Press “3” To Select “Pin Change”
Enter Authorized Agent Number	Enter User Number. Press Enter
Enter Your Current Password	Enter Password. Press Enter
Swipe Customer Card (Optional)	

### **Pin Change Procedures - Client**

<b>Terminal Display</b>	<b>Action</b>
Swipe Customer Card (If Clerk Did Not Do So)	Swipe Card
Enter Your New Pin Number	Client Enters New Pin Number
Please Repeat Your New Pin Number	Client Enters Pin Again
Card Activated	

# Virginia EBT Policies and Procedures Guide

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Appendix D - Administrative Terminal Code Table

TRANSACTION TYPE CODES		POS TERMINAL ERROR CODES	
0,0	Food Stamp Balance Inquiry	04	Invalid FNS Number
0,3	Cash Balance Inquiry	05	Bad Merchant
1,0	POS Purchase Debit	07	Invalid Terminal
1,3	Cash Purchase Debit	12	Invalid Transaction Code
2,0	POS Credit	14	Invalid Account
2,1	Credit Adjustment	15	Invalid Cash Request
2,2	Manual Authorization—Hold Expiration	17	Maximum Amount Exceeded
2,4	Deposit (benefit issuance transmission)	31	Unknown Card/Bank
2,6	Emergency Benefit	41	Hot Card (reported stolen or cancelled)
3,0	Credit Void	50	Pre-authorization Transaction Denial
3,1	Debit Adjustment	51	Insufficient Funds (NSF)
3,2	Debit Benefit Update	52	Account Not On File
3,5	Coupon Conversion (withdrawal)	54	Expired Card
3,7	Expungement	55	Invalid PIN
4,0	Debit Void	56	Card Not On File
5,0	Manual Authorization—Hold	57	Transaction Not Permitted for Cardholder
5,1	Manual Authorization—Debit	62	Inactive Card
5,2	Repayment	63	Closed Card
5,7	Targeted Recovery—Debit	64	Card Status Inactive
7,0	Voucher Clear	75	PIN Tries Exceeded
8,0	Voucher Clear—Purchase Return	76	PIN Key Synchronization Error
9,0	Federal Pre-Note	77	Maximum PIN Tries Exceeded
*	Debit, Void (initial record is marked)	79	Duplicate Reversal
CARD STATUS CODES (CARD STS)		80	Manual Authorization Expired
00	Not Activated	81	No Manual Authorization Record
01	Active Card	82	Amount Exceeds Hold
02	Reported Lost	91–95	Unable to Process Transaction
03	Reported Damaged	EDA STATUS CODES	
04	Reported Stolen	01,0	Account Active, Card Inactive
09	Card Deactivated (by state)	01,1	Account Active, Card Access Active
11	Undeliverable Card	01,2	Account Active, Card Access Prohibited
13	Disaster Card—Drop Ship Reissue	02,1	Account Dormant, Card Access Active
54	Expired Vault Card	02,2	Account Dormant, Card Access Prohibited
61	Closed Card	APPROVAL CODES—AFSC	
98	Placeholder—No card issued	A	Approved or Denied:
CLIENT SEARCH CODES		Y	Transaction approved
01	Internal Benefit Account Number (EDA)	N##	Transaction denied with POS Code
02	Client Social Security Number	R	Transaction reversed
03	Client Card Number (PAN)	*	Completed amt less than requested amt
04	Client ID Number (CIN), Case Number	U	Unmatched reversal
05	Last Name, First Name	F	Fee:
01	Internal Benefit Account Number (EDA)	Y	Fee charged to account
		N	No fee transaction
COUPON CONVERSION REASON CODES		S	Surcharge:
01	Moving out of project area	Y	Surcharge to account
		N	No surcharge
PRIMARY ALTERNATE INDICATOR		C	CARD METHOD:
01	Primary Person	S	Swiped
02	Authorized Representative FS	K	Keyed